

# Striving for Excellence in Toll Customer Service



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## PROBLEM STATEMENT

In 1998 the South Carolina Department of Transportation (SCDOT) opened its first toll facility in modern times in Hilton Head Island. The Cross Island Parkway (CIP) was designed with state-of-the-art equipment inclusive of one of the first electronic toll collection (ETC) systems in the nation (the CIP website is <http://www.crossislandparkway.org/>). The ETC program in South Carolina is known as the Palmetto Pass (PP) program. With the introduction of ETC came the requirement of operating the PP program and incorporating a violations enforcement system.

Both the PP program and violations system required the establishment of customer service centers. Due to the agency's inexperience with toll collection, the Department contracted with Lockheed Martin IMS for 10 years to operate and maintain the toll facility. Toll collection and operation of the PP program was included in the contract with the Lockheed Martin IMS. The contractor provides hardware, software and manpower for collecting and managing/maintaining PP tolls.

Initial calculations of the success of the PP program and the toll usage in general were greatly underestimated. Today, the PP program exceeds expectations by over 800% with accounts in excess of 24,000 and daily traffic nearing 25,000 vehicles per day. Although the Department is proud of the PP program's success, with it came additional expenses including high transponder costs, bank fees and an account maintenance fee. These additional expenses

were not accounted for at the start of the program and will be one of the focuses for this report.

Furthermore, with the implementation of the ETC system, came the necessity for photo-enforcement of toll violators. Legislation was passed shortly after the opening of the toll facility giving the SCDOT the authority to pursue toll violators. A cost proposal was received from the CIP's Operations and Maintenance contractor that was cost prohibitive with non-friendly customer policies. In an effort to keep costs to a minimum, enforce the legislation, and maintain flexible customer relations, the Department elected to process violators internally out of the Columbia office. Limited staff was available and software was developed internally to reduce the cost.

In reviewing data from 2004-2006, it is evident that as traffic on the CIP and the PP program grew, so did the violation enforcement effort. Refer to Table 1 below. Data prior to 2004 was insufficient and not tracked as thoroughly as it currently is today.

<b>TABLE 1</b>				
<i>Year</i>	<i>Average Daily Traffic</i>	<i>Number of PP Accounts</i>	<i>Number of First Violation Notices</i>	<i>PP Violators</i>
2004	22,700	23,100	13,600	4400 (32%)
2005	23,500	24,100	14,800	4200 (28%)
2006	26,000	25,200	13,100	3200 (24%)
1. Values have been rounded to the nearest hundred. 2. In 2006 PP license plate information was provided by SCDOT to the PP CSC for updating accounts that reduced the number of PP violations. This is evident through the reduction of First Notices and the percent of PP violators.				

As identified in Table 1, a significant number of violators are PP customers. PP violators receive more than one notice, however, the data retained only indicates how many accounts are manually debited for violations. The PP violation rate is actually higher than what is indicated in Table 1. PP

violations occur when a customer is negligent in maintaining their account (i.e. timely replenishment; transponder issues, updates to vehicle, payment, contact and address information, etc.) or their transponder is not mounted properly. If the license plate is up to date on the account, but the transponder is not read, the account is charged as a Violation Tol I (V-Toll) without penalty.

The PP Customer Service Center (PP CSC) and the Violation Enforcement Customer Service Center (VE CSC) operate under policies and procedures established by the SCDOT at the inception of the CIP project. Many of the policies, procedures and software at both CSCs are out dated and non-interoperable. Customer communications are limited at both CSC. Internet services for account maintenance and violation payments have not been established; hence, communications between the two CSC's and between the CSC's and customers continues via phone, fax, mail and walk-in. These scenarios prevent efficient operations and do not promote effective and convenient customer service.

Operating two independent service centers (PP CSC in Hilton Head and VE CSC in Columbia) without access to one another's software has created the need for band-aids and manual processes by both operating parties. The need for manual processes continues to increase as policies are modified in an attempt to be customer oriented. Customers have to contact both centers to resolve account and violation issues.

Violations processing also has its limitations. Currently, only violations for in-state violators are processed. Although processing of out-of-state violators

has been in the works for a number of years, technical difficulties has delayed implementation.

The violation process begins in the lane where a camera takes a photo of a violating vehicle. The violation images are read at the CIP CSC and forwarded via email to the VE CSC for processing in Columbia. Violations are processed weekly, with notices containing one week's worth of violations for each violator (license plate). The extent of the violations processed has been limited to processing through a three-notice process (First, Second and Department of Revenue (DOR) letter). A \$10.00 administrative fee is applied to the First Notice. The fee is per notice, not for each individual violation. Second Notices are charged an administrative fee of \$25.00. Violation legislation allows for a third attempt at collecting payment by pursuing violators through the court system, which apply greater fines to each violation. Management, to date, has elected to pursue violators through the Department of Revenue based on an internal directive for collection. However, in February 2007, new legislation will take effect that will allow the Department to pursue violators through the suspension of their vehicle registration.

The problems outlined above need resolution so that toll operations can address two of the Agency's primary strategic goals: 1) Efficient Use of Resources; and 2) Excelling in Customer Service. Policies and procedures have been added and modified individually as needed. The CSCs as a whole have not been thoroughly evaluated for current and future demands from the Department and the public. Advances in technology and customer service need

to be investigated and improvements recommended based on research results. Because a large portion of toll violators are actually electronic toll customers (Palmetto Pass), the separation of service centers has become an inconvenience to the public and has created additional work for both service centers. Additionally, since the VE CSC is located in Columbia, the only access customers have to violation services is through phone, fax and email.

Solutions for these CSC issues must be such that the results focus on:

- A more cost efficient operation of the PP program and VE for the Agency;
- State of the art software applications efficient and customer friendly operations; and
- Potential of consolidation of the CSCs for one stop resolution for the customer, whether it is via walk-in, phone, fax, email or the Internet.

## DATA COLLECTION

### Data Collection Steps

Data collection methods are listed in steps 1 – 4 below. The goal was to obtain information on ETC programs and VS, which included investigating policies, procedures and operations methods for toll facilities similar in nature to the CIP. Because the CIP is relatively small in comparison to most toll systems, to gain a more comprehensive look of today's toll industry, the research was expanded to include a variety of toll systems throughout the United States. Once the information was collected, it was analyzed and potential modifications to the current programs were identified.



**Step 1** Identify toll facilities throughout the United States. Reviewing Federal Highway Administration (FHWA) data on their website, specifically FHWA reports contained in Appendix A, completed this task:

- Interstate System Toll Bridges and Tunnels in the United States;
- Non-Interstate System Toll Bridges and Tunnels in the United States; and
- Other Proposed Toll Facilities.

**Step 2** Research contact and address information on the toll facilities identified in step 1. The Internet and toll consultants were used to develop the list presented in Appendix B.

**Step 3** Researching toll facility websites, and discussions with toll operation contractors and toll authorities/agencies, including SCDOT toll staff, determined:

- Which facilities operate using state of the art ETC and VE technology?
- Which facilities have similar ETC and VE operations to the CIP?
- Which facilities have similar ETC and VE policies to the CIP?
- Which facilities are operated by the Agency and which are outsourced?
- If outsourced, which contractors have the experience to provide the most information based on a variety of projects?

**Step 4** Select the facilities to research operations, policies and procedures for facilities operated by an Agency and/or outsourced party. Appendix C lists the toll facilities initially selected for obtaining information for this project. Information in Appendix C provides the state, toll facility, ETC program, VE and link to the facility's website. The ETC and VE Programs researched in detail are identified by an "\*". The programs identified by an "\*" were discussed with toll industry contractors, toll agencies and toll consultants through phone and email.

The facilities selected in Step 4 were chosen because they represent larger operations; a number of these facilities utilize the same vendor for operations and maintenance; my familiarity with the vendors; and more



information could be obtained through these sources given the timeline rather than contacting numerous smaller facilities.

### Areas of Research

Discussion pertaining to the subject issues with select operators of other facilities was completed. Areas researched included:

- Technology (CSC and VE)
- ETC Programs (Policies and Procedures)
- VE Programs (Policies and Procedures)
- Costs associated with changing policies, procedures and software

By exploring these areas the following questions were addressed which led to formulating resolutions:

- What current procedures can be improved?
- What is required to improve current procedures?
- Will amending the procedures require policy changes?
- What does the public expect from the customer service centers?
- How will the public be informed of any changes/new requirements?
- How will new policies and procedures be negotiated with the contractor that is operating the PP CS?

### DATA ANALYSIS

Data analysis was conducted for ETC and VE programs in the areas identified as critical to the program. These areas are listed below.

#### ETC Programs

- Account types
  - Cash/check/credit card/debit card/other
  - Individual/personal, commercial/business
  - Residential (South Carolina)/Visitor (Out-of-State)
  - Non-revenue
- Discount Programs
  - Residential discounts
  - Commuter discounts

- Start up costs
  - Transponder deposits/transponder purchase
    - Transferable transponders
    - Transponder per vehicle (not transfer between vehicles)
  - Prepaid tolls (based on number of transponders issued)
  - Credit card requirements for deposit
  - Activation fee
- Replenishment Options
  - Cash/check (mail in or walk in)
  - Automatic replenishment of credit card/debit card (sign agreement)
  - Automatic bank draft (sign agreement)
  - On line account access
- Replenishment/Card Expiration Notification
  - Mail/Email/Phone
- Other Charges
  - Monthly Maintenance Fees
  - Returned Check Fee
  - Bank Draft Refusal
  - Rejected/Expired Credit Card/Debit Card Fees
  - Statement Fees (monthly/quarterly/annual) or Free On Line
  - Duplicate Statement Fee
  - Monthly Customer Service Charge
  - Minimum Usage
  - Monthly Transponder Fee
  - Violation Fee
- Transponder Fees
  - Lost/Stolen/Damaged

### VE Programs

- Administrative Fees
  - First Notice
  - Any Additional Notice
- Violations per Notice
  - Single
  - Multiple (based on number of violations or time period)
- Frequency of Processing Violation Notices
  - Daily/Weekly/Monthly
- Violation Process

- First Notice
- Second Notice
- Final Effort (DOR/Courts)
- Violation Payments
  - Mail In Check/Credit Card
  - Walk In
  - Internet

Appendix D presents a summary of the data collected from the various sources (toll facilities and toll operation contractors/consultants) for ETC and VS programs.

### Solution Options

As a result of the research conducted in the areas identified above, recommended options have been developed that address current procedures and policies that need to be modified to provide improved customer relations, a more efficient CSC operation and additional funding for the PP and VE programs. Management's approval will be necessary to implement the recommendations.

The recommendations discussed below will require funding for new software and hardware, and the evaluation of whether the service centers should be operated by a contractor or SCDOT personnel. Additionally, they would provide supplemental revenue to cover costs for account set up, account maintenance, bank fees, transponder fees, and violations processing expenses associated with out-of-state violations and court costs.

### **Recommendation #1- Service Center Consolidation**

Consolidation of the PP and VE service centers will provide for a "one stop" shop for the customer in addressing account and violations issues. The consolidation will require software that will maintain PP accounts and violations processing activities. The new software should be more user-friendly; eliminating the manual processes conducted currently by both service centers; and improving efficiency such that the customer representative can resolve all PP and VE issues for the customer utilizing the same software with less staff. Consolidating programs into one location and one software will minimize the number of CSRs necessary to operate a CSC.

**Recommendation #2- PP Program Fee Options to Subsidize Account Maintenance, Software Upgrades, Set Up Fees and Bank Fees**

1. Pal Pass Discount
  - Modify current 50% PP discount to a discount that does not exceed 25% for SC residents. At the current rate, the SCDOT is losing valuable revenue because of the high ETC penetration.
  - Do not provide a discount for out-of-state patrons. The initial concept of a discount was to encourage SC residents to utilize the facility, not to provide discounts to visitors.
2. Account Maintenance Compensation
  - Charge ETC accounts a monthly maintenance fee based on the number of transponders issued to the account (commercial accounts have a higher fee).
  - Fees can range from \$1 - \$2 for residential and \$10 - \$25 for commercial accounts.
3. Minimum Usage Compensation
  - Require a monthly minimum usage charge of \$5.00 (this equates to 10 mainline trips under the current toll schedule).
  - Would discourage tourist/seasonal patrons from opening accounts, saving the Department account set up, maintenance, and bank and transponder fees.
4. Statement Fees
  - Charge for mailed monthly statements in the range of \$1.00 - \$2.00.
  - Free quarterly statements through email.
  - Free on line statements.
5. Payments
  - Begin accepting Debit Cards and Automated Bank Withdrawal for replenishing accounts. Automation reduces responsibilities on the customer; allows the Agency to collect revenue on time; and allows for convenient rebilling for the CSRs.
  - Implement Internet account establishment, maintenance, replenishment and violation payments. This will allow for optimum customer service and relieve of additional CSC staff.
6. Out-of-State PP Customer Fees
  - Require an annual service fee for out of state account holders.
  - Fees can range from \$25 for residential and \$100 for commercial.
  - Allow only credit card payments, no check or cash.

### **Recommendation #3- PP Program Policy Modifications**

1. Restrict PP to South Carolina Residents
  - Require proof of residency
  - Restriction would eliminate the cost of tourist accounts and reduce service center costs.
  - Would increase cash revenue.
2. Inactive Account Closure
  - Close accounts that are inactive for 90 consecutive days
  - Notification will be provided prior to closure
3. V-Toll Fees
  - Accounts holders with 5 or more consecutive V-Tolls will be notified that there is an issue with their account/transponder.
  - If no action is taken by the customer to resolve the issue, the account will be charged the Cash toll rate once 10 V-Tolls are reached.

### **Recommendation #4 – Transponder Options**

1. Transponder Purchase-Not Deposit
  - Require customers to purchase transponders (eliminate deposit).
  - Department would provide warranty.
2. One Tag Per Vehicle
  - Transponder would stay mounted properly reducing violations.
  - Would reduce the number of PP violations.
  - Policy currently utilized by Southern Connector.
3. Alternative to current transponder model – Mark IV
  - Evaluate price of current transponder with other models available from other vendors.

### **Recommendation #5 – Customer Service Center Expansion**

1. Develop a program that allows transponder purchases and account establishment through local retailers and resorts.
2. Instate on-line account establishment, account maintenance and replenishment and violations payments.

### **Recommendation #6 – Violations Processing Policies/Procedures**

1. Develop Standard Operating Procedures for violation expansion of out-of-state violators.

2. Develop policies pertaining to the implementation of vehicle registration and continuation of revenue collection through the DOR process.
3. Consider moving toward one violation per notice.
4. Begin processing violations daily.

**Recommendation #7 – Violations Processing Software**

1. Through the RFP process, select a software package that will allow for out-of-state violations processing and processing through the suspension of vehicle registration.
2. Select a software package that consolidates PP CSC and VE functions.

The recommendations presented above were developed based primarily on three factors. The first factor being the ability to utilize seven years of my toll experience, SCDOT's toll staff, and CIP contractor experience with the SC PP and VE Programs. Over the years, staff and management from both the PP and VE CSC's have identified deficiencies in the programs. In an attempt to improve customer service, manual procedures were put in place. These procedures are time consuming and staff demanding, while only meeting a portion of what our customers demand.

Approximately every two years customer surveys were conducted by SCDOT to obtain input from ETC and VS customers. Low cost and feasible recommendations from customers were implemented. However, the major issue of Internet access for establishing and maintaining accounts could not be resolved due to financial and contractual constraints. This issue was the second factor considered in development of recommendations.

Researching other ETC and VE programs and discussing the advantages and disadvantages with industry specialists, provided options for consideration.

This final factor allowed for the development of a variety of recommendations for management to consider.

#### IMPLEMENTATION PLAN

Implementation of the recommendations will require that management review and select which options will be the most advantageous for the Agency and the citizens of SC. Toll staff will have to be prepared to defend their recommendations to management and the Commission. Detailed analyses involving historical data and forecast data, which will result in the staff's recommendations will be critical in convincing Agency decision makers. Toll staff will need the buy-in and support from the Legal, Procurement, Finance, IT Services and Facility Management departments to aid in discussions with management. Once Agency management is fully educated in the options, they must approve an improvement plan, only then can toll staff begin work with the software and operations contractor(s) on implementation.

Changes to the PP program will require notification of all customers. Current customers could be notified via mail. The PP Agreement/Application could be revised to include the new changes. There is also the potential for a transponder exchange program, which will require additional work with existing customers.

Changes to the VE will require modifications to the violation notices to potentially include out-of-state violations and addition of the court process. These changes would involve the selected operations contractor and SCDOT toll



staff. Legal representation and technical documentation would also be required for the court process.

The current contract for operations and maintenance is scheduled to end February 2008. A Request for Proposal has been developed and advertised for the operations and maintenance of the CIP. Two areas of the RFP address the need for software and customer service operations for the PP Program and VE. Software and personnel costs will be established based on the response and selection of a new Operations and Maintenance contractor. The areas of research in the report are part of the RFP and are presented in Appendix E.

It is estimated that full implementation of the plan will take approximately 8-12 months. The transition plan and schedule will be the most critical part of the project. Coordination with management, SCDOT staff in various departments, the existing contractor and the new contractor will be essential for a successful transition. Throughout the process, Department and contractor staff should be integrating all modifications into the existing CSC, PP and VE standard operating procedures.

#### EVALUATION METHOD

It is recommended that upon final implementation of the selected recommendations an annual evaluation be conducted. Evaluation of the implemented modifications will consist of Input, Output and Outcome Measures. Data will be collected through reports produced by PP and VE software, and PP surveys. This information will be compared to historical data and used to evaluate cost efficiency and customer service relations.

#### Input Measures:

- Number of accounts maintained
- Number of transponders issued
- Number of violation notices processed
- Number of violation notices paid
- Revenue lost from unpaid violation notices
- Number of CSC staff (before and after implementation of modifications)
- Operations cost (original vs. improved)

#### Output Measures:

- Percent of customers served by mode (phone, fax, walk-in, Internet)
- Percent of violation payments processed (through CSC, mail or Internet)

#### Outcome Measures:

- Revenue lost from unpaid violation notices
- Percent reduction in expenses
- Percent revenue increase

Success of the implemented recommendations should result in measures

identifying:

- Reduction in PP violations by requiring one transponder per vehicle.
- Additional revenue from account fees to supplement PP program costs.
- Additional revenue from violation enforcement by processing out-of- state violations and completing the violation process through the court/DMV process.
- Reduced walk in and phone customer traffic through the use of the Internet will result in fewer CSRs needed and customer satisfaction from convenience.
- Reduction in manual processes and paper work, resulting in a reduction in CS work force, hence, reducing Department expenses.

## APPENDIX A-INTERSTATE AND NON-INTERSTATE TOLL BRIDGES AND TUNNELS

<http://www.fhwa.dot.gov/ohim/tollpage.htm>

<http://www.fhwa.dot.gov/ohim/tollpage/t1part1.htm>

<http://www.fhwa.dot.gov/ohim/tollpage/t1part2.htm>

<http://www.fhwa.dot.gov/ohim/tollpage/t1part3.htm>

Source: Federal Highway Administration

# Toll Facilities in the United States

## Bridges-Roads-Tunnels-Ferries

June 2005



Office of Highway Policy Information

*FHWA-PL-05-018 - web only publication*

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This report contains selected information on toll facilities in the United States.  
The information is based on a survey of facilities in operation, financed, or under construction as of January 1, 2005.

**View in HTML by Section.**

Cover page: History, Current Policy, and Abbreviations	<a href="#">HTML</a>
Data Explanation	<a href="#">HTML</a>
Fact Sheet	<a href="#">HTML</a>
Toll Mileage Trends	<a href="#">HTML</a>
Interstate System Toll Bridges and Tunnels in the United States	<a href="#">HTML</a>
Non-Interstate System Toll Bridges and Tunnels in the United States	<a href="#">HTML</a>
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Toll Facilities in the United States Listing	<a href="#">HTML</a>
Bibliography	<a href="#">HTML</a>

You may also view the complete [PDF Report \(555 KB\)](#),  
or download the entire file containing [Excel and Word \(242 KB\)](#) Files.

Below are links to toll facility finance tables on receipts and disbursements from the [2004 Highway Statistics](#) publication.

[Table SF-3B \(28 KB\)](#)      Receipts of State-Administered Toll Road and Crossing Facilities  
[Table SF-4B \(29 KB\)](#)      Disbursements of State-Administered Toll Road and Crossing Facilities  
[Table LGF-3B \(17 KB\)](#)                      Receipts of Local Toll Facilities  
[Table LGF-4B \(19 KB\)](#)                      Disbursements of Local Toll Facilities

Other toll related resources: [www.fhwa.dot.gov/programadmin/tollfac.html](http://www.fhwa.dot.gov/programadmin/tollfac.html)

If you have any questions regarding this report you may [email us](#), or you may call 202-366-0170.

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United States Department of Transportation - **Federal Highway Administration**

# 2005 Toll Facilities in the United States

**Interstate System Toll Bridges and Tunnels in the United States (In operation, under construction, and financed as of January 1, 2005)**

Table T-1, Part 1

Name of Facility	Financing or Operating Authority	Location		Length <sup>1</sup>		Area Type	Inter-state Route	Toll Collection?		Electronic T Collection System?	
		From	Body of Water Crossing	To	Miles			Kilo-meters	One-Way (N,S,E,W)	Both Ways	No
CALIFORNIA											
San Francisco-Oakland Bay (I-80)	BATA	San Francisco, CA	San Francisco Bay	Oakland, CA	6.10	9.82	Urban	80	W		FASTRAK 21/Sirt
Carquinez (2 Bridges) (I-80)	BATA	Crockett, CA	Carquinez Strait	Vallejo, CA	1.60	2.57	Urban	80	N		FASTRAK 21/Sirt
Martinez-Benicia (I-680)	BATA	Martinez, CA	Carquinez Strait	Benicia, CA	2.20	3.54	Urban	680	N		FASTRAK 21/Sirt
Richmond-San Rafael (I-580)	BATA	Richmond, CA	San Francisco Bay	San Rafael, CA	4.70	7.56	Urban	580	W		FASTRAK 21/Sirt
DELAWARE - NEW JERSEY											
Delaware Memorial (I-295)	DE River & Bay Auth	New Castle, DE (2.4 Mi)	Delaware River	Deepwater, NJ (1.1 Mi)	3.50	5.63	Urban	295	W		E-ZPass
FLORIDA											
Sunshine Skyway Bridge (I-275)	FL Dept of Trans	St. Petersburg, FL	Lower Tampa Bay	Terra Ceia, FL	11.10	17.86	Rural/Urban	275		X	SunPass, EPass, Or LeeWay
MARYLAND											
Baltimore Harbor (2 Tubes) (I-895)	MD Trans Auth	East Baltimore, MD	Patapsco River	Elkridge, MD	18.00	28.97	Urban	895		X	E-ZPass
Fort McHenry (4 Tubes) (I-95)	MD Trans Auth	Baltimore, MD	Patapsco River	Baltimore, MD	1.50	2.41	Urban	95		X	E-ZPass
Millard Tydings Bridge (I-95)	MD Trans Auth	MD Rt. 155	Susquehana River	MD 222	4.30	6.92	Rural	95	N		E-ZPass
MASSACHUSSETTS											
Ted Williams Tunnel	Massachusetts Turnpike Authority	South Boston	Boston Harbor	East Boston	1.60	2.57	Urban	90	W		Fast Lane ZPass
MICHIGAN											
Mackinac Bridge (I-75)	Mackinac Brdg Auth of Michigan	Mackinaw City, MI	Mackinac Straits	St. Ignace, MI	4.40	7.08	Rural	75		X	MDOT Pa (commute accounts
MICHIGAN - ONTARIO, CANADA											

Sault Ste. Marie (I-75)	Internatl Brdg Auth of MI	Sault Marie, MI (1.3 Mi)	St. Mary's River	Sault Marie, ON (1.1 Mi)	1.95	3.14	Urban	75		X		for commt & commer
Blue Water Brdg (I-94)	MI Dept of Trans	Port Huron, MI (0.7 Mi)	St. Clair River	Pte Edward, ON (0.8 Mi)	1.50	2.41	Urban	94		X	X	
New Blue Water Bridge (I-94)	MI Dept of Trans	Port Huron, MI (0.7 Mi)	St. Clair River	Pte Edward, ON	1.24	2.00	Urban	94	E			X

#### NEW JERSEY - NEW YORK

George Washington (I-95)	Port Auth of NY & NJ	Ft. Lee, NJ (1.18 Mi)	Hudson River	Manhattan, NY (0.7 Mi)	1.88	3.03	Urban	95	E			E-ZPass
Goethals (I-278)	Port Auth of NY & NJ	Elizabeth, NJ (1.1 Mi)	Arthur Kill	Howland Hook, NY (1.1 Mi)	2.20	3.54	Urban	278	E			E-ZPass
Holland (2 Tubes) (I-78)	Port Auth of NY & NJ	Jersey City, NJ (1.08 Mi)	Hudson River	New York, NY (0.5 Mi)	1.58	2.54	Urban	78	E			E-ZPass

#### NEW JERSEY - PENNSYLVANIA

I-78 Toll Brdg	DE River Joint Toll Bridge Com	Pohatcong Twnshp, NJ (4.16 Mi)	Delaware River	Williams Township, PA	6.30	10.14	Urban	78	W			E-ZPass
Delaware Water Gap (I-80)	DE River Joint Toll Bridge Com	Pahaquarry, NJ (0.5 Mi)	Delaware River	Delaware Water Gap, PA (0.4 Mi)	0.90	1.45	Rural	80	W			E-ZPass
Ben Franklin (I-676)	DE River Port Auth	Camden, NJ (0.96 Mi)	Delaware River	Philadelphia, PA (0.4 Mi)	1.36	2.19	Urban	676	W			E-ZPass
Walt Whitman (I-76)	DE River Port Auth	Gloucester, NJ (1.13 Mi)	Delaware River	Philadelphia, PA (2.9 Mi)	4.03	6.49	Urban	76	W			E-ZPass
NJ and PA Turnpike (I-276)	NJ & PA Trnpke Auth	NJ Trnpke (0.6 Mi)	Delaware River	PA Trnpke (0.6 Mi)	1.20	1.93	Urban	276		X	X	

#### NEW YORK INTRASTATE

South Grand Island (I-190)	NY State Thruway Auth	Grand Island, NY	Niagara River	Buffalo, NY	1.20	1.93	Urban	190	N			E-ZPass
North Grand Island (I-190)	NY State Thruway Auth	Niagara Falls, NY	Niagara River	Grand Island, NY	1.20	1.93	Urban	190	S			E-ZPass
Tappan Zee (I-87)	NY State Thruway Auth	Nyack, NY	Hudson River	Tarrytown, NY	3.70	5.95	Urban	87	S			E-ZPass
Newburgh-Beacon (I-84)	NY State Brdg Auth	Newburgh, NY	Hudson River	Beacon, NY	2.70	4.35	Urban	84	E			E-ZPass
Triborough (I-278)	Triborough Brdg & Tunnel Auth	Bronx, NY	East River	Queens, NY	2.70	4.35	Urban	278		X		E-ZPass
Bronx-Whitestone (I-678)	Triborough Brdg & Tunnel Auth	Bronx, NY	East River	Queens, NY	1.90	3.06	Urban	678		X		E-ZPass
Throgs Neck (I-295)	Triborough Brdg & Tunnel Auth	Bronx, NY	East River	Queens, NY	2.60	4.18	Urban	295		X		E-ZPass
Verrazano-Narrows (I-278)	Triborough Brdg & Tunnel Auth	Staten Island, NY	The Narrows	Brooklyn, NY	2.40	3.86	Urban	278	W			E-ZPass
Queens Midtown (2 Tubes) (I-495)	Triborough Brdg & Tunnel Auth	New York, NY	East River	New York, NY	2.60	4.18	Urban	495		X		E-ZPass
Brooklyn Battery (I-)	Triborough Brdg & Tunnel	New York,	East River	New York,	2.10	3.38	Urban	478		X		E-ZPass



478) Auth NY NY

**NEW YORK - ONTARIO, CANADA**

Thousand Islands (I-81)	Thousand Islands Brdg Auth	Collins Landing, NY (0.9 Mi)	St. Lawrence River	Ivy Lea, ON (4.3 Mi)	5.20	8.37	Rural	81	X	X
Lewiston-Queenston (I-190)	Niagara Falls Brdg Com	Lewiston, NY (0.8 Mi)	Niagara River	Queenston, ON (0.6 Mi)	1.60	2.57	Urban	190	X	X

**Summary of Interstate System (IS) Toll Bridge & Tunnel Length in the United States**

Road System	IS Toll Bridges & Tunnels		Less Tolls Outside United States		Total IS Toll Bridges & Tunnels in United States	
	Miles	Kilometers	Miles	Kilometers	Miles	Kilometers
Rural	16.80	27.04	4.30	6.92	12.50	20.12
Urban	96.24	154.88	2.50	4.02	93.74	150.86
Total	113.04	181.92	6.80	10.94	106.24	170.98

[ 1 ] The length of structures includes approaches and connecting links which were financed as an integral part of the toll project. The length of toll bridges includes approach sections which may be used toll free by local residents. The length of such sections is identified as "nontoll" in the remarks column.

[ 2 ] Excludes toll transactions that require stopping (i.e., cash, ticket, or token payment).

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United States Department of Transportation - **Federal Highway Administration**

# 2005 Toll Facilities in the United States

**Non-Interstate System Toll Bridges and Tunnels in the United States (In operation, under construction, and financed as of January 1, 2005)**

Table T-1, Part 2

Name of Facility	Financing or Operating Authority	Location			Length <sup>1</sup>		Functional System Code <sup>2</sup>	On NHS? <sup>3</sup>		Toll Collection?		Electr Col Sys
		From	Body of Water Crossing	To	Miles	Kilo-meters		Yes	No	One-Way (N,S,E,W)	Both Ways	
ALABAMA												
Alabama River Parkway Brdg	United Toll Systems, Inc.	No. Bypass in Montgomery	Alabama River	SR 143 in Elmore Cnty	6.91	11.12	06		X		X	Infr. & E Car
Black Warrior Parkway Brdg	United Toll Systems, Inc.	US - 82 in Northport	Black Warrior River	I - 59 Tuscaloosa	7.12	11.46	14		X		X	Infr. & E Car
Emerald Mtn Expwy Brdg	United Toll Systems, Inc.	Wares Ferry Rd,	Tallapoosa River	Rifle Rangerd, Elmore Cnty	2.50	4.02	07		X		X	Infr. & E Car
ALASKA												
Whittier Tunnel	AK DOT	Portage, AK	Maynard Mt.	Whittier, AK	2.50	4.00	06		X	E		X
CALIFORNIA												
Antioch (John A. Nedjedly)	BATA	Contra Costa Cnty	San Joaquin River	Sacramento Cnty	1.40	2.25	06	X		N		FA& 21/2
					0.90	1.45	12	X		N		FA& 21/2
San Mateo-Hayward	BATA	San Mateo, CA	San Francisco Bay	Hayward, CA	9.90	15.93	12	X		W		FA& 21/2
Dumbarton	BATA	Palo Alto, CA	San Francisco Bay	Newark, CA	5.90	9.50	12	X		W		FA& 21/2
San Diego-Coronado	SANDAG	San Diego, CA	San Diego Bay	Coronado, CA	2.10	3.38	12	X		W		X
Golden Gate	Golden Gate Brdg, Hwy &Trans Dist	San Francisco, CA	San Francisco Bay	Marin Cnty, CA	2.30	3.70	12	X		S		AM Rac Fre
FLORIDA												
Card Sound Brdg	Monroe Cnty	Miami-Dade Cnty, FL	Card Sound	Steamboat Creek, FL	3.25	5.23	06		X		X	X
Mid-Bay Brdg	Mid-Bay Brdg Auth (& FL Dept of Transportation	Niceville, FL	Choctawhatche Baye	Moreno Point	6.56	10.56	06,16		X		X	Sur EP& Lee
Pinellas Bayway System	FI Dept of Trans	St. Petersburg, FL	Lower Tampa Bay	Mullet Key, FL	13.56	21.82	16		X	S		Sur EP& Lee
Pensacola Beach Brdg (Bob Sykes Bridge)	Escambia Cnty	Gulf Breeze, FL	Santa Rosa Sound	Pensacola Beach, FL	2.00	3.22	17		X	E		X
Tennessee												
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth	Chickasaw Brdg	Chickasaw Brdg	Chickasaw Brdg	0.10	0.16	06		X			Sur EP& Lee
Chickasaw Brdg	Chickasaw Brdg Auth											

Treasure Island Causeway	City of Treasure Island	St. Petersburg, FL	Boca Ciega Bay	Treasure Island, FL	2.33	3.75	17	X		X	X
Broad Causeway	Town of Bay Harbor Islands	North Miami, FL	Biscayne Bay	Bay Harbor Isle, FL	0.70	1.13	16	X		X	Bay
Rickenbacker Causeway	Miami-Dade Cnty	Miami, FL	Biscayne Bay	Key Biscayne, FL	3.00	4.83	14	X		X	Tag Am
Venetian Causeway	Miami-Dade Cnty	Miami, FL	Biscayne Bay	Miami Beach, FL	0.50	0.80	16	X		X	Tag Am
Clearwater Pass; Sand Key	City of Clearwater	Clearwater Beach, FL	Clearwater Pass	Bellair Beach, FL	1.00	1.61	16	X		X	X
Sanibel Causeway	Lee Cnty	Sanibel, FL	Pine Island Sound	Captiva, FL	2.00	3.22	16	X	S		Sur EP; Lee
Cape Coral Brdg	Lee Cnty	Cape Coral, FL	Caloosahatchee River	Fort Myers, FL	1.10	1.77	16	X	S		Sur EP; Lee
Midpoint Memorial Brdg	Lee Cnty	Cape Coral, FL	Caloosahatchee River	Fort Myers, FL	1.25	2.01	16	X	E		Sur EP; Lee
Garcon Point Brdg	Santa Rosa Bay Brdg Auth & FL Dept of Transportation	Garcon Point	Pensacola Bay	Redfish Point	3.50	5.63	16	X		X	Sur EP; Lee
<b>GEORGIA</b>											
F. J. Torras Causeway	GA State Road & Tollway Auth	Brunswick, GA	McKay River & Inter-Coastal Waterway	St. Simons Island	4.20	6.76	12	X	E		Bar
<b>ILLINOIS - INDIANA</b>											
New Harmony	White Cnty L Brdg Com	White Cnty, IL (0.3 Mi)	Wabash River	New Harmony, IN (0.2 Mi)	0.50	0.80	06	X		X	X
Wabash Memorial	IN Dept of Trans	White Cnty, IL (0.5 Mi)	Wabash River	Mt. Vernon, IN (0.4 Mi)	0.90	1.45	06	X		X	X
<b>ILLINOIS - IOWA</b>											
Frank E. Bauer Brdg	Winnebago Cnty, IL	IL Route 2	Rock River	IL Route 251	0.19	0.31	14	X		X	X
Fort Madison	A.T. & SF. Rdway Co; Topeka, KS	Niota, IL (0.3 Mi)	Mississippi River	Ft. Madison, IA (0.3 Mi)	0.60	0.97	14	X		X	X
<b>IOWA - MISSOURI</b>											
St. Francisville	Wayland Special Road Dist, MO	Vincennes, IA (0.2 Mi)	Des Moines River	St. Francisville, MO (0.1 Mi)	0.30	0.48	02	X		X	X
<b>IOWA - NEBRASKA</b>											
Bellevue	City of Bellevue, NE Brdg Com	SR 370, IA (0.2 Mi)	Missouri River	Bellevue, NE (0.2 Mi)	0.20	0.32	06		X	X	X
					0.20	0.32	14				
Decatur	Burt Cnty, NE Brdg Com	Onawa, IA (0.5 Mi)	Missouri River	Decatur, NE (0.5 Mi)	1.00	1.61	06	X		X	X
Plattsmouth	Plattsmouth, NE Brdg	Mills Cnty, IA (0.1 Mi)	Missouri River	Plattsmouth, NE (0.1 Mi)	0.20	0.32	02	X		X	X
<b>LOUISIANA</b>											
Lake Pontchartrain Causeway	Greater New Orleans Expway Com	New Orleans, LA	Lake Pontchartrain	Mandeville, LA	14.00	22.53	14	X	S		AVI Cor
					12.00	19.31	14	X	S		AVI Cor
Greater New Orleans Mississippi River Bridge	LA Dept of Trans & Dev	US - 90 at I - 10	Mississippi River	US-90 at West Bank Expway	0.60	0.97	12	X	W		Ele Car

# **MARYLAND**

Hatem Bridge	MD Trans Auth	Havre de Grace, MD	Susquehanna River	Perryville, MD	1.90	3.06	02		X	N		Infr. Las
Wm Preston Lane, Jr. Bridge	MD Trans Auth	Sandy Point, MD	Chesapeake Bay	Kent Island, MD	4.50	7.24	02	X		E		E-Z
Francis Scott Key Bridge	MD Trans Auth	Hawkins Points, MD	Patapsco River	Edgemere, MD	3.50	5.63	12	X			X	E-Z

# **MARYLAND - VIRGINIA**

Harry W. Nice Memorial Bridge	MD Trans Auth	Charles Cnty, MD (2.17 Mi)	Potomac River	King George Cnty, VA (0.2 Mi)	2.40	3.86	02	X		S		E-Z
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# **MASSACHUSETTS**

Callahan & Sumner Tunnels	MA Tmpke Auth	Cross St; Boston, MA	Boston Harbor	Port St; East Boston, MA	1.24	2.00	12	X		W		Fas ZP
Maurice J. Tobin	MA Port Auth (MassPort)	J.F. Fitzgerald Expway	Mystic River	Chelsea City Line	1.00	1.61	12	X		S		Fas ZP

# **MICHIGAN - INTRASTATE**

Grosse Isle	Grosse Isle Brdg Auth	Riverview, MI	Detroit River	Grosse Isle, MI	0.50	0.80	16		X		X	X
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# **MICHIGAN - ONTARIO, CANADA**

Ambassador	Detroit Internatl Brdg Auth	Detroit, MI (0.9 Mi)	Detroit River	Windsor, ON (0.8 Mi)	1.70	2.74	17	X			X	Car AVI Cor Onl
Detroit-Windsor	Detroit & Canada Tunnel Corp; Detroit, MI	Detroit, MI (0.5 Mi)	Detroit River	Windsor, ON (0.47 Mi)	0.97	1.56	19	X			X	X

# **MINNESOTA - NORTH DAKOTA**

12th/15th Avenue, N	The Brdg Co, Moorehead, MN & Municipal Dev Co; NY, NY	12th Ave; Fargo, ND	Red River of the North	15th Ave; Moorhead, MN	0.10	0.16	16		X		X	X
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# **MINNESOTA - ONTARIO, CANADA**

	MN, Dakota & Western Rdway											
International Falls	Co & Internatl Brdg & Terminal	Internatl Falls, MN (0.1 Mi)	Rainy River & Canal	Ft. Frances, ON (0.1 Mi)	0.20	0.32	14	X		S		X
	Co, Ltd (Boise-Cascade Corp)											

# **MISSOURI**

Lake Bridge	Lake of the Ozarks Com Brdg Corp	Business Route 54	Lake of the Ozarks	Rt MM	0.51	0.82	07		X		X	X
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# **NEW HAMPSHIRE - VERMONT**

Cheshire	NH DOT	Charlestown, NH (0.06 Mi)	Connecticut River	Springfield, VT (0.01 Mi)	0.07	0.11	07		X		X	X
Margate	Margate Brdg Co; Ventnor, NJ	Margate, NJ	Beach Thorofare	Northfield, NJ	1.80	2.90	16		X		X	X
Beesleys Point	Beesley's Point Brdg Co	Beesleys Point, NJ	Great Egg Harbor Bay	Somerspoint, NJ	1.12	1.80	16		X		X	X
	Cape May											

Townsend's Inlet	Cnty Brdg Com	Townsend's Inlet, NJ	Townsend's Inlet	Avalon, NJ	0.70	1.13	16	X		X	X
Ocean City-Longport	Cape May Cnty Brdg Com	Ocean City, NJ	Great Egg Harbor Bay	Longport, NJ	1.40	2.25	16	X		X	X
Grassy Sound	Cape May Cnty Brdg Com	Stone Harbor, NJ	Grassy Sound Channel	Wildwood, NJ (Middle Twp)	2.40	3.86	16	X		X	X
Middle Thorofare	Cape May Cnty Brdg Com	Cape May, NJ	Middle Thorofare	Wildwood, NJ	2.40	3.86	16	X		X	X
Corson's Inlet	Cape May Cnty Brdg Com	Strathmere, NJ	Corson's Inlet	Ocean City, NJ	0.70	1.13	16	X		X	X

#### NEW JERSEY - NEW YORK

Bayonne	Port Auth of NY & NJ	Bayonne, NJ (0.85 Mi)	Kill Van Kull	Port Richmond, S.I., NY (0.7 Mi)	1.55	2.49	14	X	S		E-Z
Outerbridge Crossing	Port Auth of NY & NJ	Perth Amboy, NJ (1.17 Mi)	Arthur Kill	Tottenville, S.I., NY (0.6 Mi)	1.77	2.85	12	X	N		E-Z
Lincoln (3 Tubes)	Port Auth of NY & NJ	Weehawken, NJ (1.58 Mi)	Hudson River	New York, NY (1.1 Mi)	2.68	4.31	12	X	E		E-Z

#### NEW JERSEY - PENNSYLVANIA

Dingman's Ferry	Dingman's Choice & DE Brdg Co	Sandyston Twnshp, NJ (0.1 Mi)	Delaware River	Dingman's Ferry, PA (0.3 Mi)	0.40	0.64	07	X		X	X
Tacony-Palmyra	Burlington Cnty Brdg Com	Palmyra, NJ (0.54 Mi)	Delaware River	Philadelphia, PA (0.4 Mi)	0.94	1.51	14	X	W		X
Burlington-Bristol	Burlington Cnty Brdg Com	Burlington, NJ (0.39 Mi)	Delaware River	Bristol, PA (0.3 Mi)	0.69	1.11	14	X	W		X
Trenton-Morrisville	DE River Joint Toll Brdg Com	Trenton, NJ (0.6 Mi)	Delaware River	Morrisville, PA (0.5 Mi)	1.20	1.93	12	X	W		E-Z
Easton-Phillipsburg	DE River Joint Toll Brdg Com	Phillipsburg, NJ (0.3 Mi)	Delaware River	Easton, PA (0.4 Mi)	0.70	1.13	14	X	W		E-Z
Portland-Columbia	DE River Joint Toll Brdg Com	Columbia, NJ (0.13 Mi)	Delaware River	Portland, PA (0.4 Mi)	0.53	0.85	06	X	W		E-Z
Milford-Montague	DE River Joint Toll Brdg Com	Montague, NJ (0.49 Mi)	Delaware River	Milford, PA (0.4 Mi)	0.89	1.43	02	X	W		E-Z
New Hope-Lambertville	DE River Joint Toll Brdg Com	Lambertville, NJ (0.35 Mi)	Delaware River	New Hope, PA (0.5 Mi)	0.85	1.37	12	X	W		E-Z
Betsy Ross	DE River Port Aut	Pennsauken, NJ (2.0 Mi)	Delaware River	Philadelphia, PA (1.1 Mi)	3.10	4.99	12	X	W		E-Z
Commodore John Barry	DE River Port Aut	Bridgeport, NJ (2.22 Mi)	Delaware River	Chester, PA (1.4 Mi)	3.62	5.83	14	X	W		E-Z

#### NEW YORK - INTRASTATE

Castleton-on-Hudson	NY State Thruway Auth	Selkirk, NY	Hudson River	Schodack Landing, NY	1.00	1.61	02	X	E		E-Z
Kingston-Rhinecliff	NY State Brdg Auth	Kingston, NY	Hudson River	Rhinecliff, NY	3.40	5.47	06	X	E		E-Z
Rip Van Winkle	NY State Brdg Auth	Catskill, NY	Hudson River	Greenport, NY	1.20	1.93	06	X	E		E-Z
Mid-Hudson	NY State Brdg Auth	Poughkeepsie, NY	Hudson River	Highland, NY	0.70	1.13	12	X	E		E-Z
Bear Mountain	NY State Brdg Auth	Bear Mountain, NY	Hudson River	Cortland, NY	0.60	0.97	02	X	E		E-Z
Atlantic Beach	Nassau Cnty Brdg Auth	Atlantic Beach	East Rockaway Inlet	Reynolds Channel	0.20	0.32	12	X			
		Reynolds	East Rockaway	Lawrence,	0.30	0.48	14	X			

		Channel	Inlet	NY							
Henry Hudson	Triborough Brg & Tunnel Auth	Manhattan, NY	Harlem River	Bronx, NY	0.70	1.13	12	X		X	E-Z
Marine Parkway-Gil Hodges Memorial	Triborough Brg & Tunnel Auth	Kings Cnty	Rockaway Inlet	Queens Cnty	0.80	1.29	14	X		X	E-Z
Cross Bay Veterans Memorial	Triborough Brg & Tunnel Auth	Channel Drive	Jamaica Bay	Toll Booth	0.40	0.64	14	X		X	E-Z
Smith Point Bridge	Suffolk County	Smith Point, NY	Bellport Bay	Smith Point Cnty Park Long Island, NY	0.20	0.32	14		X		

#### NEW YORK - ONTARIO, CANADA

Peace	Buffalo-Ft Erie Public Bridge Auth	Buffalo, NY (0.3 Mi)	Niagara River	Fort Erie, ON (0.4 Mi)	0.70	1.13	19	X	W CANADA	X Com	Aut Ver (AV)
Ogdensburg-Prescott	Ogdensburg Bridge Auth	Ogdensburg, NY (1.3 Mi)	St. Lawrence River	Prescott, ON (0.9 Mi)	2.20	3.54	14	X		X	X
Rainbow	Niagara Falls Bridge Com	Niagara Falls, NY (0.3 Mi)	Niagara River	Niagara Falls, ON (0.2 Mi)	0.50	0.80	14	X		X	X
Whirlpool Rapids	Niagara Falls Bridge Com	Niagara Falls, NY (0.1 Mi)	Niagara River	Niagara Falls, ON (0.1 Mi)	0.20	0.32	14	X		X	X
Seaway International Bridge (Cornwall-Massena)	St. Lawrence Seaway Dev Corp	Roosevelt, NY (0.5 Mi)	St. Lawrence River	Cornwall, ON (2.0)	2.50	4.02	02	X		X	X

#### NORTH DAKOTA

12th/15th Ave. Bridge	Bridge Company	12th Ave. N, Fargo, ND	Red River	15th Ave. N, Moorhead, MN	0.03	0.05	16		X	X	X
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#### OREGON - WASHINGTON

Bridge of the Gods	Port Cascade Locks	Cascade Locks, OR	Columbia River	Stevenson, WA	0.64	1.03	09		X	X	X
Hood River Bridge	Port of Hood River	Hood River, OR	Columbia River	White Salmon, WA	0.98	1.58	06		X	X	X

#### PUERTO RICO

Teodoro Moscoso	Autopistas de Puerto Rico	PR 181	San Jose Lagoon	PR 26	1.72	2.77	12	X		X	Aut Ver (AV)
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#### RHODE ISLAND

Newport	RI Trnpke & Brg Auth	Jamestown, RI	Narragansett Bay	Newport, RI	2.20	3.54	14	X		X	X
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#### TEXAS

Addison Airport Toll Tunnel	North TX Tollway Auth (NTTA)	East Side - Addison Airport	Addison Airport	West Side - Addison Airport	0.30	0.48	16		X	X	Aut Ver (AV)
Mountain Creek Lake Bridge	North TX Tollway Auth (NTTA)	Grand Prairie, TX	Mountain Creek Lake	Dallas, TX	1.41	2.27	14		X	X	Aut Ver (AV)
Sam Houston Ship Channel Bridge	Harris Cnty Toll Auth	Pasadena, TX	Houston Ship Channel	East Houston, TX (South of I-10)	4.50	7.24	14	X		X	Aut Ver (AV)

San Louis-Vacek Pass Bridge	Galveston County Rd District #1	Galveston, TX	San Louis Pass	Brazoria, TX	1.30	2.09	07	X		X	X	
<b>TEXAS - MEXICO</b>												
Gateway Bridge	Cameron County	Brownsville, TX (0.1 Mi)	Rio Grande River	Matamoros, Tamaulipas (0.1 Mi)	0.20	0.32	14	X		X		Aut Ver (AV)
B & M Bridge	Brownsville & Matamoros Bridge Co	Brownsville, TX (0.1 Mi)	Rio Grande River	Matamoros, Tamaulipas (0.1 Mi)	0.20	0.32	14		X	X	X	
Free Trade Bridge	Cameron County	Los Indios, TX (0.1 Mi)	Rio Grande River	Lucia Blanco, Tamaulipas (0.15 Mi)	0.25	0.40	02		X	X		Aut Ver (AV)
Veterans International Bridge	Brownsville & Cameron County	Brownsville, TX (0.25 Mi)	Rio Grande River	Matamoros, Tamaulipas (0.5 Mi)	0.75	1.21	12	X		X		Aut Ver (AV)
B & P Bridge	B & P Bridge Co	Progreso, TX (0.02 Mi)	Rio Grande River	Nuevo Progreso, Mexico (0.1 Mi)	0.12	0.19	02		X	X	X	
Pharr-Reynosa Bridge	City of Pharr	Pharr, TX (1.5 Mi)	Rio Grande River	Reynosa, Tamaulipas (1.75 Mi)	3.25	5.23	14	X		X		Aut Ver (AV)
McAllen-Hidalgo-Reynosa Bridge	City of McAllen	Hidalgo, TX (0.1 Mi)	Rio Grande River	Reynosa, Tamaulipas (0.1 Mi)	0.20	0.32	02	X		X	X	
Rio Grande City-Camargo Bridge	Starr Cnty & Camargo Bridge Co	Rio Grande City, TX (0.1 Mi)	Rio Grande River	Camargo, Tamaulipas (0.1 Mi)	0.20	0.32	16		X	X	X	
Roma-Ciudad Miguel Aleman Bridge	Starr County	Roma, TX (0.1 Mi)	Rio Grande River	Ciudad Miguel Aleman (0.1 Mi)	0.20	0.32	08		X	X	X	
Juarez-Lincoln Bridge	City of Laredo	Laredo, TX (0.1 Mi)	Rio Grande River	Nuevo Laredo, Tamaulipas (0.1 Mi)	0.20	0.32	14	X		X	X	
Laredo Internatl Bldg (Convent St)	City of Laredo	Laredo, TX (0.1 Mi)	Rio Grande River	Nuevo Laredo, Tamaulipas (0.1 Mi)	0.20	0.32	14		X	X	X	
World Trade Bridge	City of Laredo	Laredo, TX	Rio Grande River	Nuevo Laredo, Tamaulipas	0.19	0.31	02		X	X		Aut Ver (AV)
Laredo-Columbia Solidarity Bridge	City of Laredo	Laredo, TX (0.09 Mi)	Rio Grande River	Colombia, Nuevo Leon (0.09 Mi)	0.18	0.29	14	X		X	X	
Eagle Pass Bridge # 1	City of Eagle Pass	Eagle Pass, TX (0.3 Mi)	Rio Grande River	Pedras Negras, Coahuila (0.1 Mi)	0.40	0.64	14	X		X	X	
Eagle Pass Bridge # 2	City of Eagle Pass	Eagle Pass, TX (0.07 Mi)	Rio Grande River	Pedras Negras, Coahuila (0.19 Mi)	0.26	0.42	14		X	X	X	
Del Rio-Ciudad Acuna International Bridge	City of Del Rio	Del Rio, TX (0.6 Mi)	Rio Grande River	Ciudad Acuna, Coahuila (0.3 Mi)	0.90	1.45	02	X		X		Aut Ver (AV)
La Linda Bridge	National Parks & Conservation Assn.	Texas FM 2067 (0.3 Mi)	Rio Grande River	La Linda, Coahuila (0.1 Mi)	0.40	0.64	02		X		X	
									X	MEXICO SIDE		



Presidio Bridge	State of Texas	Presidio, TX (0.12 Mi)	Rio Grande River	Ojinaga, Chihuahua (0.03 Mi)	0.15	0.24	02	X	MEXICO SIDE	X	
Ysleta-Zaragosa Bridge	City of El Paso	El Paso, TX (0.2 Mi)	Rio Grande River	Zaragosa, Chihuahua (0.1)	0.30	0.48	14	X		X	Aut Ver (AV)
Good Neighbor Bridge (Stanton St)	City of El Paso	El Paso, TX (0.1 Mi)	Rio Grande River	Ciudad Juarez, Chihuahua (0.1 Mi)	0.20	0.32	14	X		X	Aut Ver (AV)
Paso Del Norte Bridge (Santa Fe St)	City of El Paso	El Paso, TX (0.3 Mi)	Rio Grande River	Ciudad Juarez, Chihuahua (0.2 Mi)	0.50	0.80	14	X		X	Aut Ver (AV)
<b>VIRGINIA</b>											
Boulevard	Richmond Metropolitan Authority	Richmond, VA (Byrd Park)	James River	Richmond, VA (Forest Hill Park)	0.36	0.58	14	X		X	X
Jordan	City of Chesapeake, VA	Chesapeake, VA	Elizabeth River	Portsmouth, VA	0.39	0.63	16	X		X	X
Chesapeake Bay	Chesapeake Bay Bridge & Tunnel District	Kiptopeake, VA	Chesapeake Bay	Virginia Beach, VA	19.14	30.80	02	X		X	X
					0.61	0.98	14	X		X	X
G.P. Coleman	VA Department of Transportation	York County	York River	Gloucester Co	0.71	1.14	14	X	N		Aut Ver (AV)
<b>WASHINGTON</b>											
Tacoma Narrows Bridge	WA Department of Transportation	Tacoma, WA	Tacoma Narrows	Gig Harbor, WA	1.02	1.64	12	X	E		Aut Ver (AV)
<b>WEST VIRGINIA - KENTUCKY</b>											
Nolan Toll Bridge	Everette Thompson	Noland, WV	Tug Fork River	KY Routes 292 & 468	0.10	0.16	09	X		N/A	N/A
<b>WEST VIRGINIA - OHIO</b>											
Parkersburg Memorial	City of Parkersburg, WV	Parkersburg, WV (0.2 Mi)	Ohio River	Belpre, OH (0.1 Mi)	0.80	1.29	14	X		X	X
Newell-East Liverpool	Newell Brdg & Rdwy Co, Newell, WV	Newell, WV (0.2 Mi)	Ohio River	East Liverpool, OH (0.1 Mi)	0.30	0.48	07	X		X	X

**Summary of Non-Interstate System (IS) Toll Bridge & Tunnel Length in Operation in the United States**

Functional System	Non-IS Toll Bridges & Tunnels		Less Non-Toll Portions		Less Tolls Outside United States		Total Non-IS Toll Bridges & Tunnels in United States	
	Miles	Kilometers	Miles	Kilometers	Miles	Kilometers	Miles	Kilometers
02	35.64	57.36	0.00	0.00	2.78	4.47	32.86	52.88
06	22.77	36.64	6.60	10.62	0.00	0.00	22.77	36.64
07	5.08	8.18	2.43	3.91	0.00	0.00	5.08	8.18
08	0.20	0.32	0.00	0.00	0.10	0.16	0.10	0.16
09	0.74	1.19	0.00	0.00	0.00	0.00	0.74	1.19

# 2005 Toll Facilities in the United States

Interstate System Toll Roads in the United States (In operation, under construction, and financed as of January 1, 2005)

Table T-1, Part 3

Name of Road	Financing or Operating Authority	Location		Length <sup>1</sup>		Area Type	Inter-state Route	Toll Collection?		Electronic Toll Collection System? <sup>2</sup>		Remarks
		From	To	Miles	Kilo-meters			One-Way (N,S,E,W)	Both Ways	No	Yes/Kind	
CALIFORNIA												
Interstate 15 Value Pricing Project	San Diego Assoc of Gov; CA Dept of Trans	SR 56/ Ted Williams Pkwy	SR 52	8.0	12.9	Urban	15		X		FASTRAK/Title 21/Tiris	Cong pricing Transit
												Demor Progra existin
												HOV 3 Project Jan. 20
DELAWARE												
John F. Kennedy Memorial Highway (I-95 & I-295)	DE Dept of Trans	Maryland Line	SR 141	11.2	18.0	Urban	95	N			E-ZPass	Tolls c only at plaza.
				0.7	1.1	Urban	295					
				11.9	19.2							
FLORIDA												
Alligator Alley (I-75) (Everglades Parkway)	FL Dept of Trans	East Naples	Andytown, US 27	77.2	124.2	Rural	75	E,W			SunPass, EPass, OPass, LeeWay	
ILLINOIS												
Ronald Reagan Memorial Tollway (I-88)	IL State Toll Highway Authority	US 30 Rock Falls (W. terminus) MP 44.2	SR 26 MP 53.9	9.7	15.6	Rural	88			X		No pla.
		SR 26 MP 53.9	SR 39 MP 78.5	24.6	39.6	Rural	88		X	Plazas 69, 70, & 71 equipped with I-PASS ETC (Electronic Transaction Collection) is the vendor.	ETC c in-plac mainlir ramp p Open f Tolling Planne mainlir plazas 2005. I Certific being consid Plaza (Dixon	
		SR 39 MP 78.5	SR 47 MP 109.3	30.8	49.6	Rural	88		X	Plazas 65, 66 & 67 equipped with I-PASS ETC is the vendor.	ETC c in-plac mainlir ramp p Open f Tolling Planne mainlir plazas 2005. I	

		SR 47 MP 109.3	SR 56 MP 113.8	4.5	7.2	Urban	88		X			Cerific: being consid. Plaza t (DeKal
		SR 56 MP 113.8	SR 59 MP 123.4	9.6	15.4	Urban	88		X	Plazas 59, 61, 63 & 64 equipped with I-PASS ETC is the vendor.	ETC ci in-plac mainlir ramp p Open f Tolling Planne mainlir plaza i	
		SR 59 MP 123.4	I-290 (E. terminus) MP 142.7	19.3	31.1	Urban	88		X	Plazas 51, 53, 55, 57 & 58 equipped with I-PASS ETC is the vendor.	ETC ci in-plac mainlir ramp p Open f Tolling Planne mainlir plaza i	
				98.5	158.5							
North-South Tollway	IL State Toll Highway Authority	I-55 at Bolingbrook (S. terminus) MP 12.3	Army Trail Road (N. terminus) MP 29.8	17.5	28.2	Urban	355		X	Plazas 73, 75, 77, 79, 81, 83, 85, 87, & 89 equipped with I-PASS. ETC is the vendor	ETC ci in-plac mainlir ramp p Open f Tolling Planne mainlir plazas 2005.	
		2.54 Mi South of WI Stateline MP 76.0	McCurry Rd (SR 8) MP 75.1	0.9	1.4	Rural	90		X	Plazas 1 equipped with I-PASS. ETC is the vendor.	ETC ci in-plac mainlir plaza. Road 1 planne mainlir plaza i	
		SR 8 (McCurry Rd) MP 75.1	South of Swanson Rd MP 71.2	3.9	6.3	Urban	90		X		No pla.	
		0.01 Mi South of Swanson Rd. MP 71.2	SR 20 Cherry Valley MP 61.4	9.8	15.8	Urban	90		X	Plazass 2 & 3 equipped with I-PASS. ETC is the vendor.	Electro collecti place s plazas mainlir plazas in this corrido	
Northwest Tollway	IL State Toll Highway Authority	SR 20 Cherry Valley MP 61.4	SR 4 (Pearl St.) MP 55.0	6.4	10.3	Urban	90		X	Plazas 5 equipped with I-PASS. ETC is the vendor.	ETC ci in-plac mainlir plaza. Road 1 planne mainlir plaza i	
		SR 4 (Pearl St.) MP 55.0	Randall Rd. MP 26.6	28.4	45.7	Rural	90		X	Plazass 7 & 8 equipped with I-PASS. ETC is the vendor.	Open f Tolling Planne mainlir plaza i All ram are eqi with el toll coll	
										Plazas 9, 11, 13, 14B, 14A,	Open f Tolling Planne mainlir	

		Randall Rd. MP 26.6	I-290 (SR 53) MP 10.6	16.0	25.7	Urban	90		X	10, 12, & 15 equipped with I-PASS. ETC is the vendor.	plaza i All ram are eq with el toll coll
				10.6	17.1						
		I-290 (SR 53) MP 10.6	East River Rd. (E. terminus) MP 0			Urban	90		X	Plazass 17 & 19 equipped with I-PASS. ETC is the vendor.	ETC ci in-plac mainlir ramp p Open f Tolling Planne mainlir plaza i
				76.0	122.3						
Chicago Skyway	City of Chicago	I-94 in Chicago	Indiana Stateline	7.7	12.4	Urban	90		X	X	
		1.11 Mi S. of WI Stateline MP 77.0	I-94 Eden's E. spur MP 53.5	23.5	37.8	Urban	94		X	Plazas 20, 21, 22 & 23 equipped with I-PASS ETC is the vendor.	ETC ci in-plac mainlir ramp p Open f Tolling Planne mainlir plaza i
		I-94 at Edens Spur MP 53.5	SR 41 Eden's E. terminus MP 48.5	5.0	8.0	Urban	94		X	Plazas 24 equipped with I-PASS. ETC is the vendor.	ETC ci in-plac mainlir plaza. Road 1 planne mainlir plaza i
Tri-State Tollway	IL State Toll Highway Authority										
		I-94 at Eden's W. terminus MP 53.5	I-290 MP 31.7	21.8	35.1	Urban	294		X	Plazas 27, 28, 29, 31, 32, & 33 equipped with I-PASS. ETC is the vendor.	Open f Tolling Planne mainlir plaza i All ram are eq with el toll coll
				31.7	51.0						
		I-290 MP 31.7	SR 394 (S. terminus) MP 0			Urban	294/80		X	Plazas 34, 35, 36, 37, 38, 39, 40, 41, & 47 equipped with I-PASS. ETC is the vendor.	ETC ci in-plac mainlir ramp p Open f Tolling Planne mainlir plaza i
				82.0	132.0						
<b>INDIANA</b>											
		Illinois Line	Porter County Line-Gary	21.3	34.3	Urban	90		X	X	Planne in FY2/ debit card/m stop
Indiana East- West Toll Road (I-90)	IN Dept of Trans			130.0	209.2	Rural	80		X	X	Planne in FY2/ debit card/m stop
		Porter County Line-Gary	Ohio Line	5.5	8.9						
						Urban	80		X	X	Planne in FY2/ debit card/m stop
				156.8	252.3						
<b>KANSAS</b>											
				108.2	174.1	Rural	35		X	Transponder System	Toll plz MP 4, Statelir
Kansas Turnpike (I-35)	KS Turnpike Authority	Oklahoma State Line	Emporia	18.9	30.4	Urban	35		X	Transponder System	

Kansas Turnpike (I-470)	KS Turnpike Authority	South Topeka Exit (I-470)	I-70 East Topeka Toll Plaza	1.7	2.7	Rural	470		X	Transponder System		
				5.3	8.5	Urban	470		X	Transponder System		
Kansas Turnpike (I-70)	KS Turnpike Authority	East Topeka (I-70)	18th Street, Kansas City, KS	32.6	52.5	Rural	70		X	Transponder System	Include update urban; area bound; Lawrer Kansas;	
				20.6	33.2	Urban	70		X	Transponder System		Include mi Nor
				46.5	74.8	Rural	335		X	Transponder System		
Kansas Turnpike (I-335)	KS Turnpike Authority	Emporia (I-355)	S. Topeka Exit	3.6	5.8	Urban	335		X	Transponder System	Topek; urban; area b; not yet update	
				237.4	382.1							
MAINE												
Maine Turnpike (I-95)	ME Turnpike Authority (I-95)	York	Falmouth	35.9	57.8	Rural	95		X	E-ZPass		
Maine Turnpike (I-95)	ME Turnpike Authority (I-95)	York	Falmouth	11.6	18.7	Urban	95		X	E-ZPass		
Maine Turnpike (I-95)	ME Turnpike Authority (I-95)	Gardiner	Augusta	6.1	9.8	Rural	95		X	E-ZPass		
Maine Turnpike (I-95)	ME Turnpike Authority (I-95)	Gardiner	Augusta	0.9	1.4	Urban	95		X	E-ZPass		
Maine Turnpike (I-195)	ME Turnpike Authority (I-195)	I-95	Saco	0.4	0.6	Urban	195		X	E-ZPass		
Maine Turnpike (Approach Rd)	ME Turnpike Authority	I-95, Portland	I-295, Falmouth	0.4	0.6	Urban	295		X	E-ZPass		
Maine Turnpike (I-95)	ME Turnpike Authority	Falmouth	Gardiner	38.8	62.4	Rural	495		X	E-ZPass		
Maine Turnpike (I-95)	ME Turnpike Authority	Portland	Gardiner	11.7	18.8	Urban	495		X	E-ZPass		
				105.8	170.3							
MASSACHUSETTS												
Massachusetts Turnpike	MA Turnpike Authority	New York State Line	I-93 Boston	45.5	73.2	Rural	90			Fast Lane/E-ZPass	Travel between 1&6 is passer vehicle	
				92.7	149.2	Urban	90		X	Fast Lane/E-ZPass		
				138.2	222.4							
NEW HAMPSHIRE												
New Hampshire Turnpike	NH Dept of Trans	Massachusetts Line	Portsmouth Traffic Circle	12.0	19.3	Rural	95		X	X	Include Mi Nor	
				3.2	5.1	Urban	95		X	X		Include Mi Nor
				15.2	24.5							
F.E. Everett Turnpike	NH Dept of Trans	Jct I-293 & SR 101 in Bedford	Jct SR 9 in Concord	8.9	14.3	Rural	93 & 293		X	X	Include Mi Nor	
				10.6	17.1	Urban	93 & 293		X	X		Include Mi Nor
				19.5	31.4							
NEW JERSEY												
				4.7	7.6	Rural	95		X	E-ZPass		

New Jersey Turnpike (Main Line)	NJ Turnpike Authority	George Washington Bridge	Pennsylvania Turnpike Exit	72.0 76.7	115.9 123.4	Urban	95		X	E-ZPass	Include Mi Nor
Newark Bay Extension	NJ Turnpike Authority	Newark Airport	Holland Tunnel	8.2	13.2	Urban	78		X	E-ZPass	
Pennsylvania Turnpike Extension	NJ Turnpike Authority	Delaware River Bridge	New Jersey Turnpike	3.3	5.3	Rural	95	W		E-ZPass	
				2.3	3.7	Urban	95	W		E-ZPass	
				5.6	9.0						
NEW YORK											
Gov. Thomas E. Dewey Thruway (Main Line)	NY State Thruway Authority	Pennsylvania Line	Albany	236.9	381.3	Rural	90		X	E-ZPass	
				111.2	179.0	Urban	90		X	E-ZPass	Include Mi Nor
				89.5	144.0	Rural	87		X	E-ZPass	
		New York City	Albany	56.6	91.1	Urban	87		X	E-ZPass	Include Mi Nor
				494.2	795.3						
Berkshire Section	NY State Thruway Authority	Exit B1 (US 9)	Massachusetts Line	17.9	28.8	Rural	90		X	E-ZPass	
Niagara Section	NY State Thruway Authority	Buffalo	Niagara Falls	21.6	34.8	Urban	190		X	E-ZPass	Include Mi Nor
New England Section	NY State Thruway Authority	Pelham Parkway, New York, NY	Connecticut Line	15.0 54.5	24.1 87.7	Urban	95		X	E-ZPass	Include Mi Nor
OHIO											
Ohio Turnpike	OH Turnpike Commission	Pennsylvania Line	Jct of I-80 & I-76	15.8	25.4	Rural	76		X	X	
				6.0	9.7	Urban	76		X	X	
		Jct of I-80 & I-76	Indiana Line	161.8	260.4	Rural	80		X	X	Include Added
				57.6	92.7	Urban	80		X	X	Sec 16 1968 F
		Cleveland	Indiana Line	151.0	243.0		90		X	X	
				392.2	631.2						
		OKLAHOMA									
Turner Turnpike	OK Turnpike Authority	Oklahoma City	Tulsa	80.8	130.0	Rural	44		X	Pike Pass	
				5.2	8.4	Urban	44		X	Pike Pass	
				86.0	138.4						
Will Rogers Turnpike	OK Turnpike Authority	Tulsa	Missouri State Line	84.9	136.6	Rural	44		X	Pike Pass	
				3.6	5.8	Urban	44		X	Pike Pass	
				88.5	142.4						
H.E. Bailey Turnpike	OK Turnpike Authority	US 62 South of Oklahoma City	US 277 North of Lawton	57.3	92.2	Rural	44		X	Pike Pass	
				4.1	6.6	Urban	44		X	Pike Pass	
		US 277 South of Lawton	US 70, 5.2 miles N. of TX State Line	25.0	40.2	Rural	44		X	Pike Pass	
				86.4	139.0						
PENNSYLVANIA											
Pennsylvania Turnpike	PA Turnpike Commission	Irwin	Carlisle	159.5	256.7	Rural	76		X	E-ZPass	
Eastern Extension	PA Turnpike Commission	Carlisle	Valley Forge	95.3	153.4	Rural	76		X	E-ZPass	
				5.2	8.4	Urban	76		X	E-ZPass	
Northeastern Extension	PA Turnpike Commission	I-76	I-276	87.6	141.0	Rural	476		X	E-ZPass	
				22.7	36.5	Urban	476		X	E-ZPass	

Western Extension	PA Turnpike Commission	Irwin	Ohio Line	54.1	87.1	Rural	76		X	E-ZPass		
				13.0	20.9	Urban	76		X	E-ZPass		
Delaware River Ext (I-276)	PA Turnpike Commission	Valley Forge	Delaware River Bridge	31.9	51.3						2.5 Mi (Brdg t to be a upon interch comp.	
				469.3	755.3	Urban	276		X	X		
PUERTO RICO												
		PR-2 (Ponce)	Ponce East Urbanized Boundary	8.7	14.0	Urban	1		X	Radio Frequency ID (Auto Expreso) 4 lanes	Plaza I Auto E Lanes: 14,15,16	
		Ponce East Urbanized Boundary	Juana Díaz West Urbanized Boundary	0.4	0.6	Rural	1				No Plaza	
							1		X	X	Juana Sur To Ramp	
		Juana Díaz West Urbanized Boundary	Juana Díaz East Urbanized Boundary	4.8	7.8	Urban	1		X	X	Juana Norte To Ramp	
							1		X	Radio Frequency ID (Auto Expreso) 4 lanes	Plaza I, Juana Díaz A Expres Lanes: 3,13	
		Louis A. Ferre Expway (PR-52)	PR Hwy & Trans Auth	Juana Díaz East Urbanized Boundary	Salinas West Urbanized Boundary	7.1	11.5	Rural	1			No Plaza
			Salinas West Urbanized Boundary	PR-53	8.3	13.4	Urban	1		X	X	Salinas Toll- R
			PR-53	San Juan South Urbanized Boundary	6.2	9.9	Rural	1	N		Radio Frequency ID (Auto Expreso) 2 lanes	Plaza I Auto E Lanes: 14,15,16
							1	S		Radio Frequency ID (Auto Expreso) 1 lane	Plaza I Sur. A Expres 8	
			San Juan South Urbanized Boundary	PR-1 & PR-18 (San Juan)	31.8	51.1	Urban	1	N		X	Plaza I Norte: expres Lanes: 14,15,16
				67.3	108.3		1	N		Montel Toll- R		
		PR-2	PR-10	5.7	9.2	Urban	2	E		Radio Frequency ID (Auto Expreso) 2 lanes	Plaza I Auto E Lanes: 14,15,16	
		PR-10	Florida West Urbanized Boundary	1.6	2.5	Rural	2				No Plaza	
							2	W		X	Factor Ramp	
		Florida West Urbanized Boundary	Florida East Urbanized Boundary	11.4	18.3	Urban	2		X	Radio Frequency ID (Auto Expreso) 2 lanes	Plaza I Auto E lanes: 14,15,16	
		Florida East Urbanized	San Juan West Urbanized	1.2	1.9	Rural	2				No Plaza	



		Boundary	Boundary							Radio Frequency ID (Auto Expreso)	Plaza
De Diego Expway (PR-22)	PR Hwy & Trans Auth	San Juan West Urbanized Boundary	PR-18	30.5	49.0	Urban	2	W		2 lanes	Auto E Lanes:
							2	E		2 lanes	Alta. A Expres Lanes:
							2	W		2 lanes	Baja. A Expres Lanes:
							2	E		5 lanes	Buchan Auto E Lanes:
PR-53 Expway	PR Hwy & Trans Auth	PR-18	PR-26	1.7	2.8	Urban	1				No Pla
				52.0	83.7						
		PR-30	San Juan North Urbanizad Boundary	3.4	5.5	Urban	3				No Pla
		San Juan North Urbanizad Boundary	PR-970	4.7	7.5	Rural	3		X	X	Plaza Humac Norte
		PR-970	PR-971	2.4	3.8	Urban	3				No Pla
		PR-971	Fajardo South Urban izad Boundary	2.6	4.2	Rural	3				No Pla
		Fajardo South Urbanizad Boundary	PR-3	8.0	12.8	Urban	3		X	X	Plaza (
SOUTH CAROLINA											
Southern Connector	Connector 2000 Association	I-385/ US 276	I-85	16.0	25.7	Rural	185		X		Palmetto Pass (transponder)
WEST VIRGINIA											
West Virginia Turnpike	WV Parkways Economic	Charleston	Princeton	68.8	110.7	Rural	77		X		E-ZPass
	Development & Tourism Authority			18.0	29.0	Urban	77		X		I-64 Al Charle Beckle
				86.8	139.7						

[ 1 ] The length of roads includes approaches and connecting links which were financed as an integral part of the toll project. The length of toll roads includes sections which may be used toll free by local residents. The length of such sections is identified as "nontoll" in the remarks column.

[ 2 ] Excludes toll transactions that require stopping (i.e., cash, ticket, or token payment).

#### Summary of Interstate System (IS) Toll Roads in Operation in the United States.

Road System	IS Toll Roads		Less Non-Toll Portions		Total IS Toll Roads in the United States	
	Miles	Kilometers	Miles	Kilometers	Miles	Kilometers
Rural	1,892.4	3,045.5	1.8	2.9	1,890.6	3,042.6
Urban	984.8	1,584.9	80.1	128.9	904.7	1,456.0
<b>Total</b>	<b>2,877.2</b>	<b>4,630.4</b>	<b>81.9</b>	<b>131.8</b>	<b>2,795.3</b>	<b>4,498.6</b>

## APPENDIX B-TOLL FACILITY CONTACT INFORMATION

[HTTP://WWW.FHWA.DOT.GOV/OHIM/TOLLPAGE/TOLL\\_LIST.HTM](http://www.fhwa.dot.gov/ohim/tollpage/toll_list.htm)

# 2005 Toll Facilities in the United States

## Partial Listing of Toll Facilities (Names, Addresses, Phone Numbers, Internet)

### Alabama

United Toll Systems  
55 Emerald Mountain Exp  
Wetumpka, AL 36093  
Tel: 334-567-2001

Von Bergan Ltd  
400 West Ramano Street  
Pensacola, FL 32501  
Tel: 850-434-7345

Baldwin County Bridge Co.  
P.O. Box 129  
Greenville, AL 36037  
Tel: 334-382-3373

### Alaska

Inter-Island Ferry Authority  
P.O. Box 495  
Craig, AK 99921  
Tel: 907-826-4848

Alaska Dept of Trans & Pub Fac  
Alaska Marine Highway- operation  
7559 North Tongas Highway  
Ketchikan, AK 99901  
Tel: 907-228-7255

Whittier Tunnel  
Alaska Dept of Trans & Pub Fac  
Office of the Commissioner  
3132 Channel Drive  
Juneau, AK 99801-7898  
Tel: 907-465-3900

Ketchikan Gateway Borough  
Ketchikan International Airport  
1000 Airport Terminal  
Ketchikan, AK 99901  
Tel: 907-225-6800

### California

Golden Gate Bridge Highway  
& Transportation District  
Box 9000, Presidio Station  
San Francisco, CA 94129-0601  
Tel: 415-921-5858

California Trans Commission  
1120 N Street MS-52  
Sacramento, CA 95814  
Tel: 916-653-2134

### Minnesota

Gary Neumann  
International Falls, MN 56649  
Tel: 218-285-5690

The Bridge Co.  
P.O. Box 2561  
Fargo, ND 58108  
Tel: 701-282-4692

### Nebraska

Bellevue Bridge Commission  
P.O. Box 133  
Bellevue, NE 68005

Burt County Bridge Commission  
P.O. Box 92  
Decatur, NE 68020

Plattsmouth Bridge Company  
P.O. Box 340  
Tel: 402-296-2194

### New Hampshire

New Hampshire Dept. of Trans.  
Bureau of Turnpikes  
P.O. Box 2950  
Concord, NH 03302-2950  
Tel: 603-485-3806  
Fax: 603-485-2107

### New Jersey

New Jersey Turnpike Authority  
P.O. Box 1121  
New Brunswick, NJ 08903  
Tel: 732-247-0900

Palisades Interstate Park  
Commission  
Administration Building  
Bear Mountain, NY 10911  
Tel: 914-786-2701

Port Authority of NY & NJ  
One World Trade Center  
New York, NY 10048  
Tel: 212-564-8484

South Jersey Port Corp  
500 Broadway

### Tennessee

Cumberland City Ferry  
Two Rivers Excursions, Inc.  
134 Hickory Grove Road  
Clarksville, TN 37041  
Tel: 931-827-2322

### Texas

President/Owner  
B & P Bridge Co. Of Weslaco  
P.O. Box 130  
Progreso, TX 78579  
Tel: 956-565-6361  
Fax: 956-565-6362

President/Chief Operating Officer  
Brownsville & Matamoros Brdg Co.  
P.O. Box 191  
Brownsville, TX 78522-0191  
Tel: 956-542-8558  
Fax: 956-548-2426

International Bridge System Dir  
Cameron County  
P.O. Box 109  
Brownsville, TX 78520-0109  
Tel: 956-982-2224  
Fax: 956-982-2444

City of Brownsville  
P.O. Box 911  
Brownsville, TX 78520  
Tel: 956-548-6150  
Fax: 956-548-6144

Camino Colombia, Inc.  
P.O. Box 440249  
Laredo, TX 78044-0249  
Tel: 956-723-6779  
Fax: 956-417-2994

Bridge Supervisor  
City of Del Rio  
P.O. Box 4239  
Del Rio, TX 78841-4239  
Tel: 830-774-8561  
Fax: 830-774-2192

City Manager, City of Donna  
307 South 12th Street  
Donna, TX 78537  
Tel: 956-464-3314  
Fax: 956-464-9923

Murray Road Toll Bridge  
Director, Adm Serv Dept  
City of Oceanside  
300 North Coast Highway  
Oceanside, CA 92054-2885  
Tel: 760-966-4618

Routes 125, 57, 91, &  
Mid-State Toll Roads  
Div. of Innovative Finance  
California Dept of Trans  
P.O. Box 942874 MS-6  
Sacramento, CA 94274-0001  
Tel: 916-324-7625

San Joaquin Hills, Foothill & Eastern  
Trans Corridors  
Trans Corridor Agencies  
P.O. Box 53770  
Irvine, CA 92619-3770  
Tel: 949-754-3400

State-Owned Toll Bridges  
Toll Bridges Program Manager  
California Department of Trans  
District 4; P.O. Box 23660  
Oakland, CA 94623-0660  
Tel: 510-286-5906

## Colorado

Colorado Tolling Enterprise  
Peggy Catlin, Enterprise Director  
Colorado Dept. of Transportation  
4201 E. Arkansas Ave. Rm 262  
Denver, CO 80222  
Tel: 303-757-9208  
Fax: 303-757-9656  
<http://www.dot.state.co.us/cte/>

E-470 Public Highway Authority  
Edward J. DeLozier, Executive Director  
22470 E. 6th Parkway  
Suite 100  
Aurora, CO 80018  
Tel: 303-537-3741  
Fax: 303-537-3472  
<http://e-470.com>

Northwest Parkway Public Highway  
Authority  
Stephen D. Hogan, Executive Director  
3701 Northwest Parkway  
Broomfield, CO 80020  
Tel: 303-533-1200  
Fax: 303-404-3049  
<http://www.northwestparkway.org>

## Connecticut

Ferry Services  
Rocky Hill – Glastonbury  
<http://www.ct.gov/>

Chester – Hadlyme

Camden, NJ 08104  
Tel: 856-757-4969

South Jersey Transportation  
Authority  
Farley Service Plaza  
P.O. Box 351  
Hammonton, NJ 08037  
Tel: 609-965-6060

TRANSCOM  
Newport Financial Center  
111 Pavonia Avenue  
Jersey City, NJ 07310  
Tel: 201-963-4033

Burlington County Bridge  
Commission  
Bridge Plaza  
1300 Route 73 North  
Palmyra, NJ 08065  
Tel: 856-829-1900

Cape May County Bridge  
Commission  
Crest Haven Road  
Cape May Court House, NJ 08210  
Tel: 609-465-7806

Delaware River and Bay Auth  
P.O. Box 71  
New Castle, DE 19720  
Tel: 302-571-6303

Delaware River Joint Toll Bridge  
Commission  
Administration Building  
P.O. Box 88  
Morrisville, PA 19067  
Tel: 215-295-5061

Delaware River Port Authority  
One Port Center  
2 Riverside Drive  
P.O. Box 1949  
Camden, NJ 08101  
Tel: 856-968-2000

New Jersey Highway Authority  
Garden State Parkway  
Woodbridge, NJ 07095  
Tel: 732-442-8600

## New York

Metropolitan Trans. Auth.  
347 Madison Ave.  
New York, NY 10017  
Tel: 212-983-3391

New York State Bridge  
Auth.  
P.O. Box 1010  
Highland, NY 12528  
Tel: 845-691-7245

Eagle Pass Bridge System Mngr  
Eagle Pass Bridge System  
100 S. Monroe St.  
Eagle Pass, TX 78852  
Tel: 830-773-2622

Engineer,  
City of El Paso  
791 S. Zaragoza Road  
El Paso, TX 79907  
Tel: 915-621-6782  
Fax: 915-621-6772

Bridge Manager  
City of Laredo  
201 Santa Ursula  
Laredo, TX 78040  
Tel: 956-791-2200  
Fax: 956-729-2061

Bridge Superintendent  
City of McAllen  
P.O. Box 399  
Hidalgo, TX 78557  
Tel: 956-843-2471  
Fax: 956-843-9501

City Manager  
City of Mission  
900 Doherty Avenue  
Mission, TX 78572  
Tel: 956-580-8662  
Fax: 956-580-8669

Bridge Director  
City of Pharr  
9900 South Cage Street  
Pharr, TX 78577  
Tel: 956-781-1263  
Fax: 956-781-1473

El Paso County  
County Courthouse Rd & Bridge  
500 East San Antonio - #407  
El Paso, TX 79901  
Tel: 915-546-2015  
Fax: 915-546-8194

Galveston Co Rd; District #1  
722 Moody  
Galveston, TX 77550  
Tel: 409-770-5381  
Fax: 409-770-5338

Harris County Toll Authority  
330 Meadowfern - Suite 200  
Houston, TX 77067  
Tel: 281-875-1400, ext. 456  
Fax: 281-875-6941

Maverick County  
International Bridge Coordinator  
2354 Lorilee  
Eagle Pass, TX 78852  
Tel: 830-752-1911

<http://www.ct.gov/>

New London – Orient Pt.  
<http://www.longislandferry.com/>

New London – Fishers Is.  
<http://www.fiferry.com/>

Bridgeport – Port Jefferson  
<http://www.bpjferry.com>

New London – Block Is.  
<http://www.blockislandferry.com/>

## **Delaware**

JFK Memorial Hwy  
SR-1  
P.J. Wilkins  
Toll Operations Manager  
Division of Hwy Operations  
Delaware Dept of Transportation  
P.O. Box 778  
Dover, DE 19903  
Tel. 302-631-4001  
E-Mail: [PJWilkins@state.de.us](mailto:PJWilkins@state.de.us)

Delaware Memorial Bridge  
Cape May-Lewes Ferry  
James T. Johnson Jr., P.E.  
Executive Director  
Delaware River and Bay Authority  
P.O. Box 71  
New Castle, DE 19720  
Tel: 302-571-6301  
Fax: 302-571-6305  
E-Mail: [JamesJohnson@drba.net](mailto:JamesJohnson@drba.net)  
<http://drba.net>

## **Florida**

Miami-Dade County Expway Auth  
3790 Northwest 21st Street  
Miami, FL 33142  
Tel: 305-637-3277

Mid Bay Bridge Authority  
P.O. Box 5037  
Niceville, FL 32578-5037  
Tel: 850-897-1428

Orlando-Orange Co. Expway Auth  
525 South Magnolia Avenue  
Orlando, FL 32801  
Tel: 407-316-3800

Tampa-Hillsborough Co Expway Auth  
412 East Madison St - Suite 802  
Tampa, FL 33602  
Tel: 813-272-6740

Director of Toll Operations  
Ofc of Toll Operations-Tallahassee  
Florida Dept of Transportation

New York State Thruway  
Auth.  
Administrative HQ  
200 Southern Blvd.,  
P.O. Box 189  
Albany, NY 12201-0189  
Tel: 518-436-2700

Niagara Falls Bridge Comm.  
Main P.O. Box 1031  
Niagara Falls, NY 14302  
Tel: 716-285-6322

Ogdensburg Bridge & Port  
Auth.  
1 Bridge Plaza  
Ogdensburg, NY 13669  
Tel: 315-393-4080

Olympic Regional Development  
Auth.  
Olympic Center  
218 Main St.  
Lake Placid, NY 12946  
Tel: 518-523-1655

Palisades Interstate Park Comm.  
Administration Bldg.  
Bear Mountain State Park  
Bear Mountain, NY 10911-0427  
Tel: 845-786-2701

Port Authority of NY & NJ  
76 West #1 World Trade Center  
New York, NY 10048  
Tel: 212-435-7000

Seaway Intern'l. Bridge Corp.  
P.O. Box 836  
Cornwall, ON K6H 5T7  
Canada  
Tel: 613-932-6601

Thousand Is. Bridge Auth.  
P.O. Box 10, Lansdowne  
Ontario, Canada KOE 1LO  
Main Office:  
43530 Interstate 81  
P.O. Box 428, Collins Landing  
Alexandria Bay, NY 13607  
Tel: 315-482-2501

Triborough Bridge and Tunnel  
Auth.  
10 Columbus Circle, 18th Floor  
New York, NY 10019  
Tel: 212-360-3000

Shelter Island Property Owners Corp  
P.O.Box 589  
Shelter Island Heights, NY 11965-  
0589

## **North Carolina**

Fax: 830-752-1910

North Texas Tollway Auth (NTTA)  
P.O. Box 260729  
Plano, TX 75026  
Tel: 214-461-2000  
Fax: 214-528-4826

Port Director/CEO  
Brownsville Navigation District  
1000 Foust Road  
Brownsville, TX 78521  
Tel: 956-831-4592  
Fax: 956-831-5006

Reyna Estate  
1100 Commerce - #13C30  
Dallas, TX 75242  
Tel: 214-753-2470  
Fax: 214-753-2469

Manager  
Starr Co Internat'l Bridge System  
P.O. Box 941  
Roma, TX 78584  
Tel: 956-849-1211  
Fax: 956-849-4308

President  
Starr-Cornargo Bridge Co.  
P.O. Box 156  
Rio Grande City, TX 78582  
Tel: 956-487-5606  
Fax: 956-487-4678

Inspection Branch Manager  
TxDOT - Bridge Division  
125 East 11th Street  
Austin, TX 78701  
Tel: 512-416-2250  
Fax: 512-416-2105

Nat'l Parks & Conservation  
Association  
823 Gold Ave. NW  
Albuquerque, NM 87102  
Tel: 915-229-3349  
Fax: 915-229-4595

Director, TTA  
TxDOT  
125 E. 11th St.  
Austin, TX 78701  
Tel: 512-936-0903

## **Utah**

John Atlantic Burr/Charles Hall Ferry  
Utah Department of Transportation  
4501 South 2700  
Westbox 195998  
Salt Lake City, UT 84119-5998  
Tel: 801-965-4000

Adams Avenue Parkway

920 East Lafayette Street  
Tallahassee, FL 32301  
Tel: 850-488-5687

Executive Director  
Florida Turnpike Enterprise  
Florida Dept of Transportation  
MP 263, Bldg. 5315  
Ocoee, FL 34761  
Tel: 407-532-3999

## Georgia

Georgia State Road & Tollway Authority  
7 Piedmont Center  
3525 Piedmont Rd.  
Suite 210  
Atlanta, GA 30305  
Tel: 404-760-5889

## Indiana

New Harmony Bridge  
James Clark, Chairman  
Carmi, IL 62821  
Tel: 618-265-3462  
Michael "Spud" Egbert, Secretary-Treasurer  
Carmi, IL 62821  
Tel: 618-382-5771  
Dr. David Rice, Vice Chairman  
New Harmony, IN 47631  
Tel: 812-682-4550

Indiana East-West Toll Rd (I-90)  
52551 Ash Road; P.O. Box 1  
Grander, IN 46530-0001  
Tel: 574-674-8836

Wabash Memorial Bridge  
(SR 62 over Wabash River west of Mt.  
Vernon, IN at the IN-IL State line)  
Indiana Trans Finance Auth  
One North Capitol Ave-Rm 320  
Indianapolis, IN 46204  
Tel: 317-233-6322

## Kansas

President/CEO  
9401 East Kellogg  
Wichita, KS 67207-1804  
Tel: 316-682-4537  
Fax: 316-682-1201  
E-Mail: [kta@ksturnpike.com](mailto:kta@ksturnpike.com)  
<http://ksturnpike.com>

## Kentucky

Kentucky Transportation Cabinet  
Division of Toll Facilities  
200 Mero Street W4-26-02  
Frankfort, KY 40622  
Tel: 502-564-4628

Mike Stanley, P.E.  
Program Development Staff  
Engineer  
NCDOT  
1542 Mail Service Center  
Raleigh, NC 27699-1542  
Tel: 919-733-2031

Director, Ferry Division  
North Carolina Depart of Trans  
113 Arendell Street - Room 120  
Morehead City, NC 28557  
Tel: 252-726-1380

## North Dakota

The Bridge Company  
403 Center Ave. Suite 510  
Moorhead, MN 56560  
Tel: 218-233-3386  
Fax: 218-236-8736

## Ohio

The Ohio Turnpike Com  
682 Prospect Street  
Berea, OH 44017  
Tel: 440-234-2081  
Fax: 440-234-4618

## Oklahoma

Phil Tomlinson, Director  
David Machamer, Toll Operations  
Director  
Oklahoma Transportation Authority  
P.O. Box 11357  
Oklahoma City, OK 73136-0357  
Tel: 405-425-3600  
Fax: 405-427-8246

Director  
David Machamer, Toll Opr Dir  
Oklahoma Turnpike Authority  
P.O. Box 11357  
Oklahoma City, OK 73136-0357  
Tel: 405-425-3600  
Fax: 405-427-8246

## Oregon

Hood River Bridge  
Port of Hood River  
P.O. Box 239  
720 E. Port Marina Drive  
Hood River, OR 97031  
Tel: 541-386-11645

Wheatland & Buena Vista Ferries  
Marion County Dept. of Pub Wks  
5155 Silverton Rd. NE  
Salem, OR 97305-3802  
Tel: 503-588-5304

5917 South Adams Parkway  
Ogden, UT 84005  
Tel: 801-475-1909

## Vermont

Lake Champlain Transportation  
King Street Dock  
Burlington, VT 05401  
Tel: 802-660-3495  
Shorewell Ferries  
4675 West Route 74  
Shoreham, VT 05770  
Tel: 802-897-7999

## Virginia

<http://virginiadot.org/comtravel/faq-toll.asp>

## Washington

Washington State Ferries Division  
2911 2nd Ave.  
Seattle, WA 98121-1018  
Tel: 206-515-3400

Guemes Island Ferry  
Skagit County  
Public Works Department  
1111 Cleveland Avenue  
Mount Vernon, WA 98273-4215  
Tel: 360-336-9400

Lummi Island-Gooseberry Pt Ferry  
Whatcom County  
Public Works Department  
Whatcom County Courthouse  
311 Grand Avenue  
Bellingham, WA 98225-4038  
Tel: 360-676-6759

Puget Island Ferry  
Wahkiakum County  
Public Works Department  
P.O. Box 97  
Cathlamet, WA 98612  
Tel: 360-795-3301

Stellacoom (Tacoma-McNeil-Anderson) Ferry; Pierce County  
Public Works Department  
2401 South 35th Street, Room 150  
Tacoma, WA 98409-7485  
Tel: 253-798-7250

## West Virginia

West Virginia Division of Highways  
Planning and Research Division  
Intermodal and Special Projects  
Section  
1900 Kanawha Boulevard, East  
Capitol Complex, Bldg 5

## **Louisiana**

Greater New Orleans Exp Com  
P.O. Box 7656  
Metairie, LA 70010  
Tel: 504-835-3118

Crescent City Connection Div  
Bridge & Marine Administrator  
P.O. Box 6297  
New Orleans, LA 70174-6297  
Tel: 504-364-8100

Sunshine Bridge Operations  
P.O. Box 1566  
Donaldsonville, LA 70346-1566  
Tel: 225-274-2002

Structures & Facilities Maintenance  
Engr. Mgr.  
P.O. Box 94245  
Baton Rouge, LA 70804-9245  
Tel: 225-379-1552

## **Maine**

Maine Turnpike Authority  
430 Riverside Street  
Portland, ME 04103  
Tel: 207-871-7771  
<http://www.mainturnpike.com>

Maine DOT, Office of Passenger  
Transportation  
16 State House Station  
Augusta, ME 04333-0016  
Tel: 207-624-3250  
<http://www.maine.gov/mdot/>

Casco Bay Island Transit District, Casco  
Bay Lines  
P.O. Box 4656  
Portland, ME 04112-4645  
Tel: 207-774-7871  
<http://www.cascobaylines.com/>

Prince of Fundy Tours, Scotia Princes  
Cruises  
468 Commercial Street  
Portland, ME 04101  
Tel: 1-800-845-4073  
<http://www.scotiaprince.com/>

Bay Ferries, The Cat  
121 Eden Street  
Bar Harbor, ME 04609  
Tel: 207-288-3395  
<http://www.nfl-bay.com/>

## **Massachusetts**

Massachusetts Turnpike Auth  
10 Park Plaza  
Boston, MA 02116

Canby Ferry  
Clackamas County Dept of Trans  
9101 SE Sunnybrook Blvd  
Clackamas, OR 97015  
Tel: 503-353-4400

Bridge of the Gods  
Port of Cascade Locks  
P.O. Box 307  
Cascade Locks, OR 97014  
Tel: 541-374-8619

Puget Island Ferry  
Wahkiakum County  
P.O. Box 97  
Cathlamet, WA 98612  
Tel: 360-795-3301

## **Pennsylvania**

Pennsylvania Turnpike Commission  
P.O. Box 67676  
Harrisburg, PA 17106-7676  
Tel: 717-939-9551

Millersburg Ferry Boat Association  
P.O. Box 93  
Millersburg, PA 17061  
Tel: 717-692-2442

## **Puerto Rico**

Puerto Rico Hwy. & Trans. Auth.  
P.O. Box 42007  
San Juan, PR 00940-2007  
Eng. Jack Allison, Exec. Dir.  
Tel: 787-721-8787 ext. 1024

Autopistas de Puerto Rico y  
Compania, S.E. {Pineiro Toll Brdg –  
PR-17}  
P.O. Box 2780  
Carolina, PR 00984-2780  
Mr. Rafael B. Acosta,  
General Manager  
Tel: 787-767-9191

## **Rhode Island**

Rhode Island Turnpike & Bridge  
Authority  
P.O. Box 437  
Jamestown, RI 02835  
Tel: 401-423-0800

## **South Carolina**

W. Keith Bishop,  
Chief Financial Officer  
SCDOT  
955 Park St.  
P.O. Box 191  
Columbia, SC 29072  
Tel: 803-737-1240

Charleston, WV 25305  
Tel: 304-558-3165  
Fax: 304-558-3783

West Virginia Turnpike  
General Manager  
West Virginia Parkways, Economic  
Development & Tourism Auth  
P.O. Box 1469  
Charleston, WV 25325-1469  
Tel: 304-926-1900  
Fax: 304-926-1909

Parkersburg Memorial Bridge  
Office Manager  
Parkersburg Memorial Bridge  
P.O. Box 983  
Parkersburg, WV 26102  
Tel: 304-422-0394

Sistersville Ferry:  
Chairman  
Ferry Boat Board  
City Hall  
200 Diamond Street  
Sistersville, WV 26175

Newell-East Liverpool Bridge  
(Private)  
Homer Laughlin China Company  
672 Siesta Drive  
Newell, WV 26050  
Tel: 304-387-1300

## **Wisconsin**

Cassville Car Ferry  
P.O. Box 171  
Cassville, WI 53806  
Tel: 608-725-5180  
<http://www.cassville.org/ferry.html>

Lake Michigan Car Ferry Serv, Inc.  
P.O. Box 708  
Ludington, MI 49431  
Tel: 1-800-841-4243  
<http://www.ssbadger.com>

Washington Island Ferry Line, Inc.  
P.O. Box 39  
Washington Island, WI 54246  
Tel: 920-847-2546  
<http://www.wisferry.com>

Madeline Island Ferries, Inc.  
P.O. Box 66  
La Pointe, WI 54850  
Tel: 715-747-2051  
<http://www.madferry.com>

Lake Express, LLC  
2330 S. Lincoln Memorial Dr.  
Milwaukee, WI 53207  
Tel: 866-914-1010  
<http://www.lake-express.com>

Tel: 1-877-MASSPIKE  
[www.masspike.com](http://www.masspike.com)  
E-Mail: [info@massturnpike.com](mailto:info@massturnpike.com)

Massachusetts Port Auth  
1 Harborside Drive Suite 200S  
East Boston, MA 02128-2909  
Tel: 617-428-2800  
[www.massport.com](http://www.massport.com)

Massachusetts Steamship Auth  
Woods Hole, MA 02543  
Tel: 508-548-5011  
[www.steamshipauthority.com](http://www.steamshipauthority.com)  
<http://web1.steamshipauthority.com/ssa/>

## **Michigan**

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Chief Financial Officer  
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President  
Detroit-Canada Tunnel Corp  
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Detroit, MI 48226  
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President  
Grosse Isle Bridge Authority  
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Grosse Isle, MI 48138  
Tel: 734-675-0511

Bob Sweeney, Mackinac Brdg Auth  
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St. Ignace, MI 49781  
Tel: 906-643-7600

Beaver Island Boat Company  
103 Bridge Park Drive  
Charlevoix, MI 49720  
Tel: 231-547-2311

Champion's Auto Ferry  
3647 Pte. Tremble Road  
Algonac, MI 48001  
Tel: 810-748-3757

Fax: 803-737-2014

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Fax: 803-737-4831  
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Southern Connector  
Peter Femia  
Exec. V.P./Gen. Mngr.  
Connector 2000 Assoc.  
P.O. Box 408  
Piedmont, SC 29673  
Tel: 864-527-2150/  
1-866-PAL-PASS  
Fax: 864-527-2176



Blue Water Ferry Ltd.  
P.O. Box 72  
Sombra, Ontario NOP 2BO  
Tel: 519-892-3879

County Clerk  
Charlevoix County Trans Auth  
c/o County Clerk, County Building  
Charlevoix, MI 49720  
Tel: 231-547-7200

Detroit Windsor Truck Ferry  
6975 West Jefferson, P.O. Box 09033  
Detroit, MI 48209  
Tel: 313-842-2088

Corporate Secretary  
Lake Michigan Carferry Serv, Inc.  
P.O. Box 708  
Ludington, MI 49431-0279  
Tel: 231-845-5555

Walpole-Algonac Ferry Co. Ltd.  
4258 St. Claire Parkway  
Port Lambton, Ontario NOP 2BO  
Tel: 519-677-5781

Chuck Moser, Eastern Upper Peninsula  
Trans Authority  
4001 I-75 Business Spur  
Sault Ste. Marie, MI 49783  
Tel: 906-632-2898

Plaunt Transportation Company  
P.O. Box 2  
Cheboygan, MI 49721-0002  
Tel: 231-627-2354

This page last modified on January 25, 2007

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United States Department of Transportation - **Federal Highway Administration**

## APPENDIX C-LINKS TO TOLL FACILITIES EVALUATED

<u>State/Toll Facility</u>	<u>ETC Program/VE Web Links</u>
<b>SOUTH CAROLINA</b>	
Cross Island Parkway *	<b>Pal Pass</b> <a href="http://www.crossislandparkway.org">http://www.crossislandparkway.org</a> 
Southern Connector *	<b>Pal Pass</b> <a href="http://www.southernconnector.com">http://www.southernconnector.com</a> 
<b>FLORIDA</b>	
FL Turnpike *	<b>Sun Pass/EPass/O-Pass</b> <a href="http://www.sunpass.com">http://www.sunpass.com</a>
Miami-Dade Expressway Authority	<a href="http://www.ocea.com/epass/">http://www.ocea.com/epass/</a>
Santa Rosa Bay Bridge Authority*	<a href="http://osceola.org/index.cfm?lsFuses=department/OsceolaParkway">http://osceola.org/index.cfm?lsFuses=department/OsceolaParkway</a>
Mid-Bay Bridge Authority *	<a href="http://www.sunpass.com/violations.cfm">http://www.sunpass.com/violations.cfm</a>
LeeWay	<a href="http://www.floridasturnpike.com/">http://www.floridasturnpike.com/</a>
Tampa-Hillsborough Expressway*	
Orlando-Orange Co Expressway *	
Osceola Parkway *	
<b>NE USA</b>	
NY St. Thruway Authority	<b>E-ZPASS</b> <a href="http://www.ezpass.com">http://www.ezpass.com</a>
MTA Brides & Tunnels *	<a href="https://www.ezpassnj.com/vector/static/violations/ViolationsFrame.html">https://www.ezpassnj.com/vector/static/violations/ViolationsFrame.html</a>
NY St. Bridge Authority	<a href="http://www.mta.info/bandt/ezintro.htm">http://www.mta.info/bandt/ezintro.htm</a>
Port Authority NY & NJ	<a href="http://www.ezpassde.com/">http://www.ezpassde.com/</a>
Peace Bridge	<a href="http://www.drba.net/bridge/ezpass/index.html">http://www.drba.net/bridge/ezpass/index.html</a>
Virginia DOT*	<a href="http://www.wvdot.com/7_tourists/wvturnpike/7f4_ez_pass.htm">http://www.wvdot.com/7_tourists/wvturnpike/7f4_ez_pass.htm</a>
DelDOT *	<a href="http://www.paturnpike.com/ezpass/ezpassINTRO.htm">http://www.paturnpike.com/ezpass/ezpassINTRO.htm</a>
Atlantic City Express	<a href="https://smart-tag.com/index.cfm?flash=yes">https://smart-tag.com/index.cfm?flash=yes</a>
MA Turnpike	
NJ Hwy Authority	
Burlington Co Bridge Commission	
DE River Joint Toll Bridge *	
DE River Port Authority	
WV Turnpike *	
NJ Turnpike	
PA Turnpike *	

## State/Toll Facility

## ETC Program/VE Web Links

### **TEXAS**

Forthworth/Dallas/Tyler

SH 121 \*

N. TX Tollway Authority\*

Loop 49

Austin

Central TX Toll Road

Houston

Sam Houston/Westpark Tollway

Fort Bend

### **TxTag**

<http://www.texasollways.com>

North Texas Toll Authority <http://www.ntta.org/>

Harris County Toll Road Authority <https://eztagstore.com/default.html>

North East Texas Regional Mobility Authority <http://www.netrma.org/>



### **ILLINOIS \***

Tri-State (I-94, I-294, I-80/I-294)

Northwest (I-90)

Reagan Memorial (I-88)

North-South (I-355)

### **I-PASS**

<http://www.illinoistollway.com>



### **GEORGIA**

GA 400 \*

### **CRUISECARD**



[www.georgiatolls.com](http://www.georgiatolls.com)

### **CALIFORNIA**

Antioch Bridge \*

Benicia-Martinez Bridge \*

Carquinez Bridge \*

Dumbarton Bridge \*

Golden Gate Bridge \*

Richmond-San Rafael Bridge \*

SF Oakland Bay Bridge \*

San Mateo-Hayward Bridge \*

SR 91 Express Lanes

### **Fastrak**

<http://www.bayareafastrak.org>



### **KANSAS**

Kansas Turnpike Authority \*

### **K-TAG**

<http://ksturnpike.com/ktag/ktagn.html>

**Consultant/Operations Firms****Web link**

ACS Government Solutions Anthony DePodesta	<a href="http://www.acs-inc.com/"><u>http://www.acs-inc.com/</u></a>
ETC Corporation Fran O'Connor	<a href="http://www.etcc.com/"><u>http://www.etcc.com/</u></a>
Washington Group International Barbara Salvo	<a href="http://www.wgint.com/"><u>http://www.wgint.com/</u></a>
BW Zimmerman Associates Jody Laverty	<a href="http://www.bwza.com/"><u>http://www.bwza.com/</u></a>

APPENDIX D-ETC AND VS DATA SUMMARY

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## **Acronyms**

ACM	AUTOMATED COIN MACHINE
ACH	AUTOMATED CLEARING HOUSE
ADT	AVERAGE DAILY TRAFFIC
CM	CASH (MANUAL COLLECTION USING TOLL COLLECTORS)
CSC	CUSTOMER SERVICE CENTER
CSR	CUSTOMER SERVICE REPRESENTATIVE
DMV	DEPARTMENT OF MOTOR VEHICLES
EB	EASTBOUND
ETC	ELECTRONIC TOLL COLLECTION (TRANSPONDERS)
I	INTERSTATE
OOCEA	ORLANDO-ORANGE COUNTY EXPRESS AUTHORITY
ORT	OPEN ROAD TOLLING (CAMERAS AND TRANSPONDERS)
SR	STATE ROUTE
VB	VIDEO BILLING
VES	VIOLATION ENFORCEMENT SYSTEM
WB	WESTBOUND

## SOURCES

ANTHONY DEPODESTA	ACS GOVERNMENT SOLUTIONS – REPRESENTING SC PP
ANNA SALVAGIN	SCDOT – REPRESENTING SC PAL PASS AND VIOLATIONS
PETE FEMIA	SC-PAL PASS - SOUTHERN CONNECTOR
CSR-ALEX	CALIFORNIA
P. J. WILKINS	DELAWARE DOT
CSR	DELAWARE RIVER AND BAY AUTHORITY
BARBARA SALVO	WASHINGTON GROUP INTERNATIONAL-FL INFORMATION
CLERK – EVELYN	OOCEA
Dave Wynn DALE WALKER	OOCEA GEORGIA 400
ALAN BAKAITIS	KANSAS TURNPIKE
JOELLE MCGINNIS	ILLINOIS TOLLWAY
AMANDA JONES	VIRGINIA CSR
JODY LAVERTY	BW ZIMMERMAN ASSOCIATES – PA TURNPIKE AND OTHER FACILITIES
STEVE MAYNARD	WEST VIRGINIA TURNPIKE
FRAN O'CONNOR	ETC CORPORATION - GENERAL ETC INFORMATION
OTHER	WEB SITES AS IDENTIFIED IN APPENDIX C

## **CALIFORNIA**

### **General Information**

**Toll Facility:** San Francisco Bay Area toll bridges  
(Antioch, Benicia-Martinez, Carquinez, Dumbarton, Richmond-San Rafael, San Francisco-Oakland Bay, San Mateo Hayward and Golden Gate)

**Facility Location/Length:**

Antioch-SR 160 between Contra Costa and Sacramento County-1.8 miles

Benicia-Martinez-I 680 between Solano and Contra Costa Counties-1.2 miles

Carquinez-I 80 between Contra Costa and Solano Counties near Vallejo-0.8 miles EB and 0.7 miles WB

Dumbarton-SR 84 between San Mateo and Alameda Counties-1.6 miles

Richmond-San Rafael-I 580 between Contra Costa and Marin Counties-5.5 miles

San Francisco-Oakland Bay-I 80 between San Francisco and Alameda Counties-8.4 miles

San Mateo Hayward-SR 92 between San Mateo and Alameda Counties-5.1 miles

Golden Gate-US 101 between San Francisco and Marin Counties-1.7 miles

**Owned by:** California Department of Transportation, except Golden Gate which is operated and funded by Golden Gate Bridge Highway and Transportation District.

**No. Plazas:** Varies

**No. Ramps:** Varies

**Toll Collection:** ETC, CM

**Traffic:** (total annual vehicles)

Antioch = 2,478,223

Benicia-Martinez = 17,064,000

Carquinez = 20,904,300

Dumbarton = 9,524,275

Richmond-San Rafael = 11,902,716

San Francisco-Oakland Bay = 41,242,048

San Mateo Hayward = 15,123,554

Golden Gate = 38,881,684

### **ETC Program**

**ETC Program Name:** FASTRAK

**ETC Discount:** varies from \$0.50 to \$0.75; Golden Gate is a 20% discount



**ETC Penetration:** 37%; Golden Gate is 40% average and 70% peak  
**No of Accounts:** 450,000  
**Transponder System:** Sirit/Transcore  
**Transponder Requirement:** Moveable from vehicle to vehicle (License plates must be registered on account)  
**Transponder Cost:** \$20.00 deposit credit card; \$50.00 deposit cash/check  
**Replenishment Amount:** \$25.00  
**Replenishment Options:** Cash, Check, Credit Card  
**Additional Fees:** Returned check \$25.00, lost/stolen transponder \$20.00  
**Internet:** Maintain accounts

Violations Program

**Type of VES:** Cameras in lane  
**Notices Sent:** First, Second and Third  
**# Violations per notice:** One  
**Administrative Fees:** \$47.50 first notice; double first notice amount for Second notice; triple first notice for Third notice; DMV holds registration if Third notice is not paid.  
**Processing Frequency:** Daily  
**Payment Options:** Credit card, check, debit card, ACH or money order

Other Comments

Can be used to pay parking fees at eligible facilities.

Transponders sold at retail establishments.

## DELAWARE

### General Information

**Toll Facility:** DE Turnpike and DE State Route 1

**Facility Location:** Delaware

**Owned by:** Delaware Department of Transportation

**Length of Facility:** Turnpike is 11 miles; DE State Route 1 is 50 miles

**No. Plazas:** Six

**Toll Collection:** ORT, CM, ETC, ACM

**Traffic:** 60 million transactions/year

### ETC Program

**ETC Program Name:** E-ZPASS

**ETC Discount:** Varies: 15% passenger vehicles; 50% commercial vehicles; and Frequent user plan of 50% for 30 or more trips per month.

**ETC Penetration:** 58%

**No of Accounts:** 122,000

**Transponder System:** Mark IV

**Transponder Requirement:** Moveable from vehicle to vehicle (License plates must be registered on account)

**Transponder Cost:** \$25.00 fee

**Replenishment Amount:** Vary based on account type/usage

**Replenishment Options:** Cash, Check, Credit Card, and Internet

**Additional Fees:** \$25.00 lost/stolen/damaged transponder; monthly statement fee of \$1.00 (quarterly are free).

**Internet:** Establish and maintain accounts

### Violations Program

**Type of VES:** CRS and Pulnix Cameras

**Notices Sent:** Notices and Warnings

**# Violations per notice:** One for every violation

**Administrative Fees:** \$25.00 per Notice

**Processing Frequency:** Daily

**Payment Options:** Cash, Check, Credit Card, and Internet

### Other Comments

Opening accounts and transponders can be purchased at CSC located at toll facility (24/7) and at DE DMV.

Use E-ZPASS for parking at Newark Liberty International Airport, JFK, LaGuardia, Albany International Airport, Atlantic City, New York Avenue Garage and other facilities.

## **DELAWARE AND NEW JERSEY**

### **General Information**

***Toll Facility:*** Delaware Memorial Bridge

***Facility Location:*** Delaware and New Jersey (links the two states over the Delaware River)

***Owned by:*** Delaware River and Bay Authority (Bi-State Agency)

***Length of Facility:*** Twin span 3,650 feet each direction

***No. Plazas:*** Two

***Toll Collection:*** ETC and CM

***Traffic:*** 17,593,410 vehicles (Annual 2005)

### **ETC Program**

***ETC Program Name:*** E-ZPASS

***ETC Discount:*** Monthly Commuter Plan = 75% discount and Frequent Traveler Plan discount = 67%

***ETC Penetration:*** Average = 52%; Peak = 69%

***No of Accounts:*** 25,912

***Transponder System:*** Mark IV

***Transponder Requirement:*** Moveable from vehicle to vehicle (License plates must be registered on account); up to 4 transponders per account

***Transponder Cost:*** \$10 deposit (waived for credit card accounts)

***Replenishment Amount:*** \$22.50 (cash and check Commuter Plan accounts) and \$10 for credit card accounts

***Replenishment Options:*** Cash, Check, Credit Card by phone, walk-in, mail-in or web.

***Additional Fees:*** Statement fee of \$6.00 per year. Can be mailed or emailed. Return check fee

***Internet:*** Payments and applications

### **Violations Program**

***Type of VES:*** Front and rear cameras

***Notices Sent:*** First, Second and Third

***# Violations per notice:*** One

***Administrative Fees:*** \$25.00 per violation

***Processing Frequency:*** Daily

***Payment Options:*** Check, Cash, and Credit Card

## **FLORIDA-OOCE**

### **General Information**

***Toll Facility:*** Orlando-Orange County Expressway  
***Facility Location:*** Central Florida (SR 408, SR 417, SR 528 and SR 429)  
***Owned by:*** Orlando-Orange County Expressway Authority (OOCEA)  
***Length of Facility:*** 100 miles total  
***No. Ramps:*** 46  
***Toll Collection:*** ORT, CM, ETC, ACM  
***Traffic:*** 415,593 transactions (as of Oct 2005)

### **ETC Program**

***ETC Program Name:*** SUN PASS, E-PASS and O-PASS  
***ETC Discount:*** 5% (40-70 transactions); 10% (80 or more transactions)  
***ETC Penetration:*** Average 60% and 70% Peak Hours  
***No of Accounts:*** 276,000  
***Transponder System:*** TransCore  
***Transponder Requirement:*** Transponder per vehicle, not movable  
between vehicles (License plate must be on account)  
***Transponder Cost:*** \$26.63  
***Replenishment Amount:*** \$15.00  
***Replenishment Options:*** Check or Credit Card  
***Additional Fees:*** Lost/stolen transponder fee of \$25.00 plus tax  
***Internet:*** Establish and maintain accounts

### **Violations Program**

***Type of VES:*** cameras  
***Notices Sent:*** Uniform Traffic Citation for 3 or more violations  
***# Violations per notice:*** One  
***Administrative Fees:*** Ticket = \$114.50 plus 3 points if not paid; if paid  
ticket is \$50.00 with no points.  
***Processing Frequency:*** Daily  
***Payment Options:*** Check or Money Order

### **Other Comments**

Transponders can be used at Orlando International Airport for parking.

## **FLORIDA-TURNPIKE**

### **General Information**

***Toll Facility/Location:*** Florida Turnpike

1. Midbay Bridge in Okaloosa County
2. SR 528 (Beeline), SR 408, SR 417 and Ocala Parkway in Orange and Osceola Counties
3. Garcon Point Bridge in Santa Rosa County
4. Sunshine Skyway in Hillsborough County
5. Pinellas Bayway in Pinellas County

***Owned by:*** Florida Department of Transportation

***Length of Facility:*** 600 miles total

***No. Plazas:*** 150

***No. Ramps:*** over 100 interchanges

***Toll Collection:*** ORT, CM, ETC, ACM

***Traffic:*** Vary by location

### **ETC Program**

***ETC Program Name:*** SUN PASS

***ETC Discount:*** 25%

***ETC Penetration:*** 63%

***No of Accounts:*** 2.2 million

***Transponder System:*** TransCore

***Transponder Requirement:*** Not vehicle specific but must be used on vehicle with number axles specified in account

***Transponder Cost:*** \$25.00 plus tax

***Replenishment Amount:*** Based on usage demand

***Replenishment Options:*** Check, Money Order, and Credit Card

***Additional Fees:*** Lost/stolen transponder fee of \$25.00 plus tax; returned check and bank refusal fees of \$25.00; \$1.50 monthly statement or \$15.00 quarterly statement or \$60.00 annual statement or Fee quarterly on line.

***Internet:*** Establish and maintain accounts

### **Violations Program**

***Type of VES:*** cameras and CRS

***Notices Sent:*** First Notice, Second Notice (Uniform Traffic Citation), Civil Penalty (\$70.50-\$89.50), 3 points on driver license and registration suspension.

***# Violations per notice:*** One

***Administrative Fees:*** \$25.00 and Civil Penalty of \$100.00 or more

***Processing Frequency:*** Daily

***Payment Options:*** Check or Money Order

### **Other Comments**

Transponders can be used at Orlando International Airport for parking.

## GEORGIA

### General Information

**Toll Facility:** Georgia 400  
**Facility Location:** Fulton County  
**Owned by:** Georgia State Road and Tollway Authority  
**Length of Facility:** 54 miles  
**No. Plazas:** One  
**Toll Collection:** CM, ETC, ACM  
**Traffic:** 800,000 vehicles per week

### ETC Program

**ETC Program Name:** Cruise Card  
**ETC Discount:** None  
**ETC Penetration:** 38%  
**No of Accounts:** Over 116,000  
**Transponder System:** TransCore  
**Transponder Requirement:** Transponder per vehicle, not movable  
between vehicles (License plate must be on account)  
**Transponder Cost:** \$10.00 plus tax  
**Replenishment Amount:** \$40.00  
**Replenishment Options:** Cash, check, credit card, debit card and  
Internet  
**Additional Fees:** \$2.00/month for statement  
**Internet:** Open and maintain accounts

### Violations Program

**Type of VES:** Cameras in lane (Extreme CCTV)  
**Notices Sent:** One  
**# Violations per notice:** Up to 5-violation occurrences/notice  
**Administrative Fees:** \$25.00/violation  
**Processing Frequency:** 2x a week  
**Payment Options:** Check or money order. Will accept cash.

### Other Comments

Multiple unpaid violations are referred to the Office of State Administrative  
Hearing (O.C.G.A 32-10-64)

## **KANSAS**

### **General Information**

***Toll Facility:*** Kansas Turnpike

***Facility Location:*** Kansas City to Oklahoma border, south of Wichita,  
Kansas

***Owned by:*** Kansas Turnpike Authority

***Length of Facility:*** 236 miles

***No. Plazas:*** 21 interchanges

***Toll Collection:*** Cash (Toll Collector) – ticket on entry, pay on exit.

***Traffic:*** 32,200,485 vehicles (annual 2005)

### **ETC Program**

***ETC Program Name:*** K-TAG

***ETC Discount:*** 10%

***ETC Penetration:*** 39%

***No of Accounts:*** 82,075

***Transponder System:*** TransCore

***Transponder Requirement:*** Moveable from vehicle to vehicle (License  
plates must be registered on account)

***Transponder Cost:*** \$40.00 deposit

***Replenishment Amount:*** \$40.00 (1-2 transponders), \$20.00 per  
transponder (3 or more transponders)

***Replenishment Options:*** Cash, Check, Credit Card and Internet

***Additional Fees:*** Monthly fee of \$1.00/transponder (K-TAG) and  
\$5.00/transponder (KTAGII); \$0.50 Statement fee upon  
request; \$34.00 lost/stolen/damaged transponder fee

***Internet:*** Account setup and maintenance

***Other:*** K-TAG stores; Transponder can be used at Kansas City  
International Airport Parking

### **Violations Program**

***Type of VES:*** None, handled through State Police

## ILLINOIS

### General Information

**Toll Facility:** Illinois Tollway

**Facility Location:** Illinois

**Owned by:** State of Illinois

**Length of Facility:** 274 miles (12.5 mile expansion under construction)

**Traffic:** 1.3 million ADT

**No. Plazas:** 20

**No. Ramps:** 65

**Toll Collection:** ORT, CM, ETC, ACM

### ETC Program

**ETC Program Name:** I-PASS (interoperable with E-ZPASS and Chicago Skyway)

**ETC Discount:** 50% for passenger vehicles, vary for multiple axle

**ETC Penetration:** 77% (Average, up to 90% during peak AM and PM hours)

**No of Accounts:** 2.34 million

**Transponder System:** Mark IV

**Transponder Requirement:** Moveable from vehicle to vehicle (License plates must be registered on account)

**Transponder Cost:** \$20 deposit for cash/check customers & \$10 deposit for credit card customers

**Replenishment Amount:** \$40.00

**Replenishment Options:** Cash, Check, Credit Card and Internet

**Additional Fees:** None

**Internet:** Account maintenance

**Other:** Transponder sold at retail stores and mobile units

### Violations Program

**Type of VES:** Cameras in lanes

**Notices Sent:** After 3 violations per license plate within a 2-year period

**# Violations per notice:** 3 per notice initially

**Administrative Fees:** \$20.00 per violation. If not paid within 14 days goes up to \$70.00 per violation. Failure to pay can result in driver's license suspension and/or plate suspension. Tollway is authorized to use collection agency and has the ability to tow or boot a vehicle.

**Processing Frequency:** Daily

**Payment Options:** Cash, Check, and Credit Card by mail or on line

### Other Comments

Illinois Tollway is a member of E-ZPASS Interagency Group



## **MARYLAND**

### **General Information**

**Toll Facility:** 7 Facilities – John F. Kennedy Memorial Highway; Thomas J. Hatem Memorial Bridge; Fort McHenry Tunnel; Baltimore Harbor Tunnel; Francis Scott Key Bridge; William Preston Lane Jr. Memorial Bridge; Governor Harry W. Nice Memorial Bridge.

**Facility Location:** Facilities are divided by 4 regions. Northern includes the JFK and Hatem Bridge. Central includes FMT, BHT, and Key Bridge. Southern includes the Nice Bridge and the Bay Bridge.

**Owned by:** Maryland Transportation Authority

**Length of Facility:** Hatem Bridge = 1.5 miles; JFK = 50-miles; FMT = 1.5 miles; BHT = 1.4 miles; FSK = 10.5 miles; Nice Bridge = 1.7 miles.

**No. Plazas:** 7 facilities

**Toll Collection:** ETC, CM, Commuter Ticket,

**Traffic:** 117,000,000 vehicles (annual 2005)

### **ETC Program**

**ETC Program Name:** E-Z Pass

**ETC Discount:** Standard Plan (save up to 60% if all trips are used-time sensitive)

**ETC Penetration:** 49%

**No of Accounts:** 428,000 (YTD)

**Transponder System:** Mark IV

**Transponder Requirement:** Moveable from vehicle to vehicle (License plates must be registered on account)

**Transponder Cost:** \$10.00 deposit (cash and check); no deposit for credit card.

**Replenishment Amount:** \$10.00 for credit card; 50% of plan amount for cash and check.

**Replenishment Options:** Cash, Check, Credit Card, and Internet

**Additional Fees:** Transponder lost/damaged/stolen fee of \$24.60

**Internet:** Manage account and replenish

**Other:** On-the-Go E-ZPASS can be purchased at various retailers

### **Violations Program**

**Type of VES:** Cameras in lanes

**Notices Sent:** First, Second and Third (Notice of Liability). Repeat offenders are turned over to Maryland's Central Collection Unit and license plate registrations can be suspended.

**# Violations per notice:** One

**Administrative Fees:** None on First and Second; \$15 on Third and more notices.

**Processing Frequency:** Three/week

**Payment Options:** Cash, Check, Credit Card and Internet

## **PENNSYLVANIA**

### **General Information**

***Toll Facility:*** Pennsylvania Turnpike

***Facility Location:*** Easterly-Ohio state line to New Jersey; Northeasterly-Valley Forge to Wilkes-Barre/Scranton; Westerly-various segments in western PA

***Owned by:*** Pennsylvania Turnpike Commission

***Length of Facility:*** 531 miles

***No. Plazas:*** 20 service plazas and 2 information centers

***No. Ramps:*** 413

***Toll Collection:*** ETC, CM, ACM, Ticket

***Traffic:*** 188,000,000 vehicles (annual)

### **ETC Program**

***ETC Program Name:*** E-ZPASS

***ETC Discount:*** None

***ETC Penetration:*** 50%

***No of Accounts:*** 535,674

***Transponder System:*** Mark IV

***Transponder Requirement:*** Moveable from vehicle to vehicle (License plates must be registered on account), but not recommended

***Transponder Cost:*** \$25.00 deposit (cash and check accounts); No deposit for credit card accounts

***Replenishment Amount:*** \$25.00

***Replenishment Options:*** Cash, Check, Credit Card, ACH

***Additional Fees:*** \$3.00/year service fee

***Internet:*** Account establishment and maintenance.

***Other:*** Establish account on line, in person and at various retailers

### **Violations Program**

***Type of VES:*** SAIC and Pulnix cameras

***Notices Sent:*** First, Second, Third, Fourth, Collection Agency

***# Violations per notice:*** One

***Administrative Fees:*** \$25.00 First Notice; Additonal \$5.00 each subsequent notice (\$30.00, \$35.00, \$40.00)

***Processing Frequency:*** Daily

***Payment Options:*** Credit card, cash, check, money order

## **SOUTH CAROLINA: CIP**

### **General Information**

***Toll Facility:*** Cross Island Parkway  
***Facility Location:*** Hilton Head Island  
***Owned by:*** South Carolina Department of Transportation  
***Length of Facility:*** 7.5 miles  
***Traffic:*** 23,400 ADT  
***No. Plazas:*** 1  
***No. Ramps:*** 2  
***Toll Collection:*** CM, ETC, ACM (All lanes are ETC equipped)

### **ETC Program**

***ETC Program Name:*** Palmetto Pass  
***ETC Discount:*** 50%  
***ETC Penetration:*** 65%  
***No of Accounts:*** 24,000 accounts  
***Transponder System:*** Mark IV  
***Transponder Requirement:*** Moveable from vehicle to vehicle (License plates must be registered on account)  
***Transponder Cost:*** \$40 Deposit  
***Replenishment Amount:*** \$25.00 per transponder  
***Replenishment Options:*** Cash, Check, and Credit Card  
***Additional Fees:*** None  
***Internet:*** No Internet access.

### **Violations Program**

***Type of VES:*** Cameras in lanes  
***Notices Sent:*** First Notice, Second Notice, Citation resulting in DMV suspending registration or Collection through DOR  
***# Violations per notice:*** Violations by license plate per week  
***Administrative Fees:*** First Notice = \$10.00; Second Notice = \$25.00; Citation = up to \$25 per violation  
***Processing Frequency:*** Weekly  
***Payment Options:*** Check via mail. No Internet payments.

## **SOUTH CAROLINA-GSC**

### **General Information**

***Toll Facility:*** Southern Connector  
***Facility Location:*** Greenville County  
***Owned by:*** Connector 2000 Association, Inc.  
***Length of Facility:*** 16 miles  
***Traffic:*** 14,900 ADT  
***No. Plazas:*** 2  
***No. Ramps:*** 4  
***Toll Collection:*** CM, ETC, ACM (All lanes are ETC equipped)

### **ETC Program**

***ETC Program Name:*** Palmetto Pass  
***ETC Discount:*** 20%  
***ETC Penetration:*** 20%  
***No of Accounts:*** 7,000 accounts  
***Transponder System:*** Mark IV  
***Transponder Requirement:*** Transponder per vehicle, not movable  
between vehicles (License plate must be on account)  
***Transponder Cost:*** \$40.00 (cash/check), No deposit (credit card)  
***Replenishment Amount:*** \$25.00 minimum  
***Replenishment Options:*** Cash, Check, Credit Card and Internet  
***Additional Fees:*** None  
***Internet:*** Account sign up via website, fax, phone, mail, or by "walk-in".  
Account balances are available on-line using a log on name & PIN.  
Can E-mail customer service center.

### **Violations Program**

***Type of VES:*** Cameras in lanes  
***Notices Sent:*** First Notice, Second Notice, Citation resulting in DMV  
suspending registration  
***# Violations per notice:*** One violation per notice  
***Administrative Fees:*** First Notice = \$10.00; Second Notice = \$25.00;  
Citation = up to \$25 per violation  
***Processing Frequency:*** As needed.  
***Payment Options:*** Cash, Check, and Credit Card.

## **TEXAS-HCTRA**

### **General Information**

***Toll Facility:***

1. Sam Houston Tollway (SHT)
2. Hardy Toll Road (HTR)

***Facility Location:***

1. SHT-beltway around Houston (IH 45-US 59, IH 10-IH45, and US 59)
2. HTR-from I45 to I610 (parallels I45)

***Owned by:*** Harris County Toll Road Authority

***Length of Facility:*** SHT-83 miles  
HTR-22 miles

***No. Plazas:*** 9

***Toll Collection:*** CM, ETC, ACM

### **ETC Program**

***ETC Program Name:*** EZ TAG

***ETC Discount:*** Up to 25%

***ETC Penetration:*** NA

***No of Accounts:*** NA

***Transponder System:*** NA

***Transponder Requirement:*** Transponder per vehicle, not movable between vehicles (License plate must be on account)

***Transponder Cost:*** Current \$15.00 first 3 transponders, \$10.00 4 and more; past was a \$15.00 deposit

***Replenishment Amount:*** \$40.00 up to 3 transponders, \$80.00 for 4-6 transponders

***Replenishment Options:*** Cash, Check, Credit Card, Debit Card and Internet

***Additional Fees:*** \$10.00 - \$15.00 lost/stolen transponder; \$1.00 monthly transponder fee; monthly statement fee of \$1.50 for printed, fee quarterly statements on line.

***Internet:*** Account and violation maintenance/payment

### **Violations Program**

***Type of VES:*** Cameras

***Notices Sent:*** First, Second and Third violation forwarded to owner of vehicle, if not paid in 10 days, fines up to \$200.00 per offense and impound vehicle plus license plate renewal is suspended.

***# Violations per notice:*** One

***Administrative Fees:*** \$10.00 per violation

***Processing Frequency:*** NA

***Payment Options:*** Cash, Check, Credit Card, and Internet

### Other Comments

Transponders can be used at Hobby and Bush International Airport for parking in the near future.

## **TEXAS-NTTA**

### **General Information**

#### ***Toll Facility:***

1. Dallas North Tollway (DNT)
2. President George Bush Turnpike (PGBT)
3. Addison Airport Toll Terminal (AATT)
4. Mountain Creek Lake Bridge (MCLB)

#### ***Facility Location:***

1. DNT- from downtown Dallas to northern Dallas and Collin/Denton Counties
2. PGBT-east/west route within northern Dallas Metroplex
3. AATT-Addison Airport (under runway)
4. MCLB-southwest Dallas County, bridges Oak Cliff and Grand Prairie

***Owned by:*** North Texas Tollway Authority

***Length of Facility:*** DNT-22 miles  
PGBT-30.5 miles  
AATT-3,700 feet  
MCLB-7,425 feet

***No. Plazas:*** 4

***Toll Collection:*** CM and ETC

***Traffic:*** 5.5 million transactions total all 4 facilities

### **ETC Program**

***ETC Program Name:*** TollTag

***ETC Discount:*** Varies with averages from 20-25%

***ETC Penetration:*** 33%

***No of Accounts:*** 82,075

***Transponder System:*** Amtech

***Transponder Requirement:*** Transponder per vehicle, not movable between vehicles (License plate must be on account)

***Transponder Cost:*** \$25.00 deposit for up to 3 transponders

***Replenishment Amount:*** \$40.00

***Replenishment Options:*** Cash, Check, Credit Card, Debit Card and Internet

***Additional Fees:*** \$25.00 lost/stolen transponder

***Internet:*** Account and violation maintenance/payment

### **Violations Program**

***Type of VES:*** ACS cameras currently; also testing Pulnix

***Notices Sent:*** First Notice, Collection Agency, and Citation

***# Violations per notice:*** 3-11 violations

***Administrative Fees:*** \$25.00 plus citation

***Processing Frequency:*** Daily

***Payment Options:*** Cash, Check, Credit Card, and Internet

### Other Comments

Transponders can be used at Dallas Fort Worth International Airport for parking and at some City garages.



## VIRGINIA

### General Information

#### ***Toll Facility/Location/Length:***

1. Chesapeake Expressway (VA tag only)-Route 168 – 16 miles
2. Coleman Bridge – Yorktown – 3,750 feet
3. Dulles Greenway (private) – connects Dulles Airport to Leesburg – 14 miles
4. Pocahontas Parkway – Route 895 – 6 miles
5. Powhite Parkway – between Chippenham Parkway and Cary Street = 3.4 miles
6. Downtown Expressway – I-95 – 2.5 miles

***Owned by:*** Virginia Department of Transportation (except Dulles Greenway)

***Toll Collection:*** ORT, CM, ETC, ACM

### ETC Program

***ETC Program Name:*** Virginia Smart Tag and E-ZPASS

***ETC Discount:*** VIP Miles Membership-up to 7.5% back

***ETC Penetration:*** 75% peak hour

***No of Accounts:*** over 520,000 transponders

***Transponder System:*** Mark IV

***Transponder Requirement:*** Moveable from vehicle to vehicle (License plates must be registered on account)

***Transponder Cost:*** \$15.00 deposit, Free for Credit Card

***Replenishment Amount:*** \$25.00 per transponder

***Replenishment Options:*** Cash, Check, Credit Card, Debit Card and Internet

***Additional Fees:*** \$25.00 lost/stolen transponder; statement fee of \$2.00 for monthly or free quarterly on line.

***Internet:*** Establish and maintenance accounts

### Violations Program

***Type of VES:*** Cameras; some facilities have gates

***Notices Sent:*** First, Second and Citation

***# Violations per notice:*** NA

***Administrative Fees:*** \$15.00 - \$25.00 (depends on facility)

***Processing Frequency:*** As needed

***Payment Options:*** Cash, Check, and Credit Card (Internet in future)

## **WEST VIRGINIA**

### **General Information**

***Toll Facility:*** West Virginia Turnpike

***Facility Location:*** West Virginia

***Owned by:*** West Virginia Parkways Authority (self supported-state regulated)

***Length of Facility:*** 88 miles

***No. Plazas:*** 4

***No. Ramps:*** 36

***Toll Collection:*** ETC, CM, ACM

***Traffic:*** 97,300 ADT

### **ETC Program**

***ETC Program Name:*** E-ZPASS and 4 PACC plans

***ETC Discount:*** 5% for annual PACC

***ETC Penetration:*** 21%

***No of Accounts:*** 16,700

***Transponder System:*** Mark IV

***Transponder Requirement:*** Moveable from vehicle to vehicle (License plates must be registered on account)

***Transponder Cost:*** \$10.00 deposit

***Replenishment Amount:*** Vary

***Replenishment Options:*** Cash, Check, Credit Card, and Debit Card

***Additional Fees:*** Lost/Stolen transponder fee of \$25.00

***Internet:*** Application only

### **Violations Program**

***Type of VES:*** TransCore cameras

***Notices Sent:*** First, Second and Third

***# Violations per notice:*** One

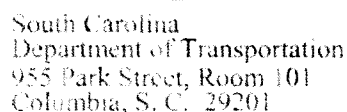
***Administrative Fees:*** Up to \$25.00

***Processing Frequency:*** Daily

***Payment Options:*** Cash, Check, Credit Card, and Debit Card

APPENDIX E-CROSS ISLAND PARKWAY REQUEST FOR PROPOSAL

[http://www.scdot.org/doing/Procurement/biddoc.asp?Bid=SB9749-10\\_27\\_06](http://www.scdot.org/doing/Procurement/biddoc.asp?Bid=SB9749-10_27_06)



Director of Procurement, Operations  
Michael A. Burk, CPPPO  
(803) 737-1481 Fax (803) 737-2046

**NOTE: SEE PAGE TWO (2) FOR INFORMATION ON SUBMISSION OF QUESTIONS.**

<b><u>Return Proposal To:</u></b>	SCD01 P. O. Box 191 Columbia, S. C. 29201	<b><u>Express / Hand - Carry To:</u></b>	955 Park St. - Room 101 Silas Pearman Building Columbia, S. C. 29201
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Direct Inquiries to: Michael A. Burt, CPO

Award will be posted at [www.scdot.org/doing/procurement/awards.asp](http://www.scdot.org/doing/procurement/awards.asp)

AUTHOR/AL DESIGNATION		PRINTED NAME		CITY	
COMPANY				STATE (VENDOR NOT TO FILL IN)	
MAILING ADDRESS				LOCAL AUTHORITY OF PURCHASE	
CITY		STATE	ZIP CODE	PHONE	
CITY AND/OR STATE OF RESIDENCE				CITY	

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## **PRE-PROPOSAL CONFERENCE**

There will be a pre-proposal conference and site visit 10:00 A.M., November 28, 2006 at Hilton Head Town Hall, One Town Center, Hilton Head Island, SC, 29928. The site visit will begin at the conclusion of the pre-proposal conference. Questions concerning the contents of the project and procedural aspects of the RFP will be answered at this time. **All interested offerors are encouraged to attend.**

## **SUBMISSION OF QUESTIONS**

Questions or requests for information other than those presented at the pre-proposal conference must be submitted in writing and received by 5:00 P.M. EST, December 11, 2006. After this date no further questions will be addressed. After all responses have been received, a written response will be mailed to all potential offerors.

Mark envelopes on questions mailed: **QUESTIONS**

Title: **Cross Island Parkway Operations and Maintenance**

Attn.: Michael A. Burk, CPPO

Or

Email: [Burkma@SCDOT.Org](mailto:Burkma@SCDOT.Org)

## **SEND QUESTIONS/PROPOSALS TO:**

### **MAIL TO:**

SCDOT

PO Box 191

Columbia, SC 29202-0191

Attn.: Michael A. Burk

### **HAND DELIVER/EXPRESS MAIL TO:**

SCDOT

955 Park Street -- Room 101

Silas N. Pearman Building

Columbia, SC 29202-0191

Attn.: Michael A. Burk

### **QUESTIONS MAY BE FAXED TO:**

803-737-2046

### **E-MAIL ADDRESS:**

[Burkma@SCDOT.Org](mailto:Burkma@SCDOT.Org)

**PART I**  
**GENERAL INFORMATION**

- A. Proposals will be considered as specified herein or attached hereto under the terms and conditions of this proposal.
- B. Proposal must be made in the official name of the firm or individual under which business is conducted (showing official business address) and must be signed in ink by a person duly authorized to legally bind the person, partnership, company or corporation submitting the proposal.
- C. Offerors are to include all applicable requested information and are encouraged to include any additional information they wish to be considered.
- D. ONE (1) ORIGINAL HARD DOCUMENT, (1) ELECTRONIC CD-R COPY, AND SEVEN (7) COPIES OF YOUR PROPOSAL ARE REQUIRED. PROVIDE ONE (1) COPY, UNDER SEPARATE COVER, OF THE COST PROPOSAL WITH THE ORIGINAL PROPOSAL.**
- E. Due to the possibility of negotiation with any offeror submitting a proposal, which appears to be eligible for contract award pursuant to the selection criteria set forth in this Request for Proposal (RFP), prices will not be divulged at time of opening.
- F. Sealed proposals will be received by SCDOT until 10:00 A.M. EST, January 26, 2007.
- G. Notice of intended award of contract will be posted at the location listed below:

South Carolina Department of Transportation  
955 Park Street - Outside Conference Room 1  
Silas Pearman Building  
Columbia, SC 29202

and

on the SCDOT web site at [www.scdot.org/doing/procurement.asp](http://www.scdot.org/doing/procurement.asp).

**ALL MAIL IS PICKED UP FROM THE US POSTAL SERVICE ONCE DAILY AROUND 8:30 A.M (EXCLUDING WEEK-ENDS AND HOLIDAYS).**

**PROPOSALS SUBMITTED VIA FACSIMILE MACHINE ARE UNACCEPTABLE.**

The submitting offeror is required to have printed on the envelope or wrapping containing his proposal, the Proposal Notice Number specified in this RFP and the proposal opening date. The label for FedEx, UPS, USPS, or other must contain this information or misrouting may occur.

## **PART II**

### **PURPOSE OF REQUEST FOR PROPOSALS**

The South Carolina Department of Transportation (SCDOT) is seeking proposals in order to provide the public with an efficient toll collection service at the Cross Island Parkway (CIP) at the most advantageous cost. Proposals should be from qualified and experienced offerors who can evaluate the current CIP system and operations; recommend and provide a cost effective and efficient toll collection system; provide toll collection and violation enforcement equipment and software, including upgrades using state of the art technology; and operate and maintain the toll collection system, customer service center, violation processing system and facility in a cost effective and customer friendly manner and in accordance with SCDOT's policies and procedures. Offerors must have proven experience, financial resources, and professional expertise to deliver the requested goods and services.

SCDOT reserves the right to extend the services provided at CIP under this RFP to other SCDOT toll facilities in the State where such extension is in SCDOT's best interest. The cost of any extension would be negotiated with the Contractor at the time of such extension. At present, there are no such toll facilities, but other facilities could be developed during the term of this contract.

## **PART III**

### **BACKGROUND INFORMATION**

The CIP is a SCDOT toll facility designed to help alleviate traffic congestion on Hilton Head Island, South Carolina. The Parkway provides an alternative route across the Island, beginning at US 278 near the intersection of Spanish Wells Road and ends at Palmetto Bay Road north of Sea Pines Circle. Current daily operations and maintenance of the toll facility are privatized with monitoring and violations processing provided by the SCDOT.

The CIP opened to traffic in January 1998, connecting US 278 with Palmetto Bay Road for a length of 5.5 miles. The Parkway is a four-lane, divided highway with a 48-foot wide median. The toll collection system operates with both a Mainline barrier toll plaza and two remote Ramp Plazas. The Mainline Toll Plaza provides both Electronic Toll Collection (ETC) and manual cash toll lanes in a mixed mode of operation. The Ramp Plazas are single-lane, unmanned, ETC and Automated Coin Machines (ACM) facilities. The South Carolina ETC program is known as the Palmetto Pass or "Pat Pass" Program.

The Mainline Toll Plaza is located on the Parkway, on the north side of the Broad Creek Bridge, approximately 1,000 feet from the end of the bridge. It operates using nine (9) toll collection lanes, eight (8) tollbooths, canopy, tunnel, administrative building, and site amenities. Ramps leading from the CIP to Spanish Wells Road and Marshland Road are located north of the Mainline Toll Plaza.

The CIP was the first of several planned toll facilities in South Carolina. The CIP currently communicates with the Southern Connector (a private toll facility licensed by SCDOT) located in Greenville, South Carolina, through the SCDOT. Both toll facilities currently use a single Electronic Toll Collection (ETC) transponder manufactured by MARK IV.

Annual Average Daily Traffic (AADT) on the CIP over the last three fiscal years yielded 21,800 AADT, 22,500 AADT and 23,000 AADT, respectively. The CIP has an average violation rate of 1.2%. ETC penetration is averaging 61%, with approximately 24,000 established patron (Palmetto Pass) accounts.

#### **PART IV** **SCOPE OF SERVICES**

SCDOT is seeking a contractor or contractors to provide some or all of the services described below. The solicited services are in three Work Areas. Offerors should submit proposals for each Work Area for which they are interested in obtaining a contract. Offeror shall discuss in detail the plan for transition and time frame for each of the areas described below. SCDOT facility plans and information are included with the RFP.

The CIP toll collection system will be required to communicate electronically with existing and any upcoming South Carolina toll facilities. If alternative transponders are recommended, the Contractor must also implement a Tag Swap Program or the proposed antenna and reader system must be such that the existing MARK IV transponders will be read for the normal life of the MARK IV transponder and existing inventory. The Contractor must receive approval from MARK IV to read their tags; the proposed tags must be interoperable with all South Carolina toll facilities.

The toll collection system components described above shall remain available for at least three (3) years following the commencement of the contract. The components shall be available at a unit price, on a per-lane or per-transponder basis, equal to current cost plus inflation as measured by the change in the Consumer Price Index (CPI) at the time of actual purchase of future components. For this reason, Offerors shall specify a "base unit price" for lane-level and on-board toll collection equipment.

In addition, SCDOT envisions the need for current and future electronic exchange of toll data and toll funds between toll facilities within the State. The operator of the CIP will be required to enter into agreements for the sharing of transaction and account data and for the transferring of toll revenue with other toll facilities in the State at no additional cost to SCDOT. The equipment and operational procedures used on the CIP shall be designed to permit existing and future incorporation of reliable, secure electronic transfer of toll transaction, account and revenue information to and from other toll facilities. Proposed proceedings for electronic interface with other toll facilities must be discussed in the proposal submitted in response to this RFP.

SCDOT reserves the right to extend the services provided at CIP under this RFP to other SCDOT toll facilities in the State where such extension is in SCDOT's best interest. The cost of any extension would be negotiated with the Contractor at the time of such extension. At present, there are no such toll facilities, but other facilities could be developed during the term of this contract. Proposers should take this into consideration when designing the solution at CIP.



**WORK AREA I.** (SubAreas A, B and C should be priced separately and in detail.)

- A. **TOLL COLLECTION SYSTEM INTEGRATION AND MAINTENANCE**. Evaluate the current system's functionality and determine which operations/equipment are in need of cost effective upgrades and/or replacement to improve the efficiency and accuracy of the toll collection system. Develop, equip, purchase, install, demonstrate, test, manage and maintain the toll collection (cash and ETC) equipment for the ramps, lanes, booths, plaza and toll host as necessary to bring the current system up to effective, and state of the art technology that is cost effective and user friendly. This may include upgrades to and/or replacement of the current system, including, but not limited to, FTC equipment (transponders, lane equipment, etc.), cash equipment (staffed and automatic, vehicle classification, etc.), toll host, and Violation Enforcement System (VES) equipment for optimum enforcement [camera options, e.g., Optical Character Recognition (OCR) eliminating lighting issues; provide resolution, etc.]. Equipment shall be based on axle toll structure. The system should include, but not be limited to, the appropriate computer hardware, software applications, configurations, mechanical and electronic vehicle detection and classification and traffic control devices needed to achieve optimum toll collection, violation enforcement and smooth traffic flow. Software applications and computer hardware shall be compatible with software and hardware utilized by the customer service center, SCDOT and financial applications.

SCDOT will determine when upgrades are required to maintain industry level standards and will negotiate costs based on current market costs.

Contractor must provide support to SCDOT as needed for obtaining judgments against toll violators pursuant to S. C. Code Section 57-5-1495 (copy attached as Appendix C) including, but not limited to, certifications that toll violations have occurred, recorded images evidencing violations, and a person to accompany the SCDOT attorney to court to prosecute violators, if requested by SCDOT.

Maintenance shall include, but not be limited to, the upkeep and repair of all computer hardware, software applications, configurations, and mechanical and electronic vehicle detection and traffic control devices (such as, but not limited to, warranty maintenance, preventive maintenance, predictive maintenance, automatic notification, recording and reporting of degradations and failures, and corrective maintenance). Maintenance shall be as necessary to provide consistent, quality service. All lanes will be required to operate properly 24 hours a day, 7 days a week. Maintenance, preventative maintenance, system and host reports will be required and directly accessible to SCDOT.

The toll collection (Cash and ETC) and lane, booth, plaza and host equipment must be interoperable with other South Carolina toll facilities and accept data from existing transponders. The AVI system shall support existing and upgraded transponders (if applicable). Transponders recommended should be low cost; user friendly; provide replenishment options; and be interoperable with the other South Carolina toll facilities. The toll collection software shall provide for flexible toll schedule rate change options that will require no additional cost to SCDOT in the future.

All software and hardware installed at the CIP will become the property of SCDOT upon acceptance of the system by SCDOT. Contractor will be responsible for providing an itemized inventory of all systems, to include all hardware, software and other equipment, operating manuals, licenses, and warranties. Contractor will guarantee all hardware and software and installation to be free from defects and operationally sound. Contractor shall ensure data retention and retrieval based on SCDOT requirements. All operating manuals and warranties shall become the property of SCDOT. Contractor shall provide SCDOT all licenses necessary to operate software. The source code for any software developed for SCDOT shall become the exclusive property of SCDOT.

- B. CASH TOLL COLLECTION. Includes collection, manpower, handling, depositing, reporting, auditing, reconciling and accounting to SCDOT for all cash (manual and automatic coin machine) toll revenues. Operating the toll collection system shall include, but is not limited to: providing all necessary staffing to ensure smooth traffic flow at all times; and appropriate computer hardware and software for accurate collection, verification, and safe daily deposit of all toll revenues. Contractor must achieve and maintain optimum cash toll collection and traffic flow.

The Contractor shall be responsible for the efficient operation of the Parkway cash toll collection operations on a 7-day a week, 24-hour per day basis. The Contractor will be required to provide Standard Operating Procedure manuals for SCDOT approval. Under the current volumes, plaza operations require two plaza lanes per direction be manned between the hours of 6 AM and 11 PM. Between the hours of 11 PM and 6 AM, one lane per direction must be manned. The number of manned lanes is at the discretion of SCDOT. Personnel shall be provided with an ongoing training program to insure that a properly trained staff is available. Staff must be properly uniformed, customer-friendly, and trained in SCDOT toll collection policies and evacuation procedures.

Contractor shall insure that a bona-fide and bonded Armored Car Company picks up all toll collections at least five days a week. Toll collections shall be deposited directly into SCDOT bank account within 24 hours of receipt of the revenue or the next banking day. Sound financial audit and reporting processes for all toll collection is required by SCDOT.

- C. FACILITY MAINTENANCE, LANDSCAPING AND SECURITY. The CIP operations building, tollbooths, parking lot and grounds shall be managed and maintained, inclusive of security and landscaping, in a thorough and cost effective manner by the Contractor. The Contractor will be responsible for maintenance of the toll plaza building and related toll collection structures; all toll collection equipment and software; the grounds surrounding the toll plaza building and related structures; utilities, HVAC, UPS, well and septic system; and cleaning and degreasing the roadway surfaces for a distance of 100 feet on either side of the toll collection points. SCDOT will be responsible for structural maintenance and repair of the toll plaza building and roadway surfaces, except where the need for structural maintenance and repair is caused by the negligent or intentional acts of the Contractor or its agents. The Contractor shall be responsible for all janitorial services and lighting (buildings, plaza, ramps and bridge). The Contractor shall be responsible for preventative maintenance of systems such as, but not limited to, mechanical equipment, roofing, electrical, security, fire detection system, etc. to keep systems and components in good working order. Grounds maintenance will include mowing and landscaping. Roadway and bridge lighting, and any future electronic or changeable message signs associated with the toll collection operation will be the responsibility of the Contractor. SCDOT will be responsible for maintenance of the drainage facilities, concrete medians and barriers, roadway surfaces (except cleaning and degreasing), pavement markings and signs within the plaza area, and any flat sheet traffic control signs. Contractor will be responsible for providing an itemized inventory of all systems, to include furniture, hardware, software and other business equipment. **[A SET OF 11 X 17 SIZE PLANS WILL BE DISTRIBUTED AT THE PRE-PROPOSAL CONFERENCE] REDUCED PLANS ATTACHED AS APPENDIX A.**

## **WORK AREA 2. CUSTOMER SERVICE CENTER (CSC) AND VIOLATION PROCESSING SYSTEM (VPS) SOFTWARE.**

Provide, install and maintain software program(s)/package(s) that will provide Palmetto Pass Customer Service Center (CSC), Violation Processing System (VPS) and interoperability/reciprocity operations. The state of the art program(s)/package(s) shall provide all aspects of account management, violations processing and interoperability/reciprocity. Program(s)/package(s) shall be flexible, user friendly, and supportable and operable by SCDOT's contractor, or independently, if desired. The program(s) package(s) must have the capacity to expand to support future toll facilities. SCDOT reserves the right to require software upgrades to maintain industry level standards and will have the option of implementing software modifications internally or requiring the Contractor to implement changes at an agreed upon cost that is based on current market prices.

The CSC application shall be capable of the following functions at a minimum:

1. Web capabilities for customers to perform all transactions;
2. Seamless interaction between VPS and CSC operations;
3. Automated phone for customer service;
4. Automated CSC account maintenance (fees, notifications correspondence, etc.); financial functions (rebilling, closed account collection, etc.); and VPS processing;
5. History of account maintenance;
6. Scanning capabilities;
7. Transponder inventory tracking system.

The VPS application shall be capable of the following functions at a minimum:

1. Processing a minimum of three levels of violation notices;
2. Processing in state and out of state violation notices;
3. Obtaining registration information necessary for processing notices;
4. Supporting current and future SCDOT policies (current policies are attached as Appendix B);
5. Processing customer correspondence;
6. Providing options such as web capabilities, voice response system, OCR image reading, violation image selection, notices with images, etc. that Contractor feels will benefit the CIP's operations;
7. Processing violation payments and providing financial reports;
8. Providing necessary documentation to support violation processing pursuant to S.C.Code Section 57-5-1495 (copy attached as Appendix C with amendments as Appendix D).

The interoperability/reciprocity application shall be capable of the following automated functions at a minimum:

1. Daily data transfer
2. Transaction transfer
3. Account billing
4. Reporting and financial capabilities

Contractor shall provide licenses for all software and operating manuals and guarantees. Contractor shall provide an itemized inventory of software and other equipment, operating manuals, licenses, and warranties. Contractor will guarantee all software program(s)/package(s) and installation to be free from defects and operationally sound. Contractor shall provide ongoing maintenance as necessary to ensure consistent, quality service. Contractor will ensure data retention and retrieval based on SCDOT requirements. All operating manuals and warranties shall become the property of SCDOT. Contractor shall provide all licenses to operate software. Source code for any software developed for SCDOT shall become the exclusive property of SCDOT.

**WORK AREA 3.** (SubAreas A and B should be priced separately and in detail)

- A. OPERATION OF CUSTOMER SERVICE CENTER (CSC). Manage, report on and maintain daily operations of the Palmetto Pass CSC based on SCDOT policies and procedures. This includes, but is not limited to, patron account establishment, maintenance and processing VPS assistance based on SCDOT policies and procedures; complete transponder inventory control; deposit of funds; daily procedures; marketing, advertising and public relations to support the T-TC system as directed by SCDOT. Workstations (staff and resources) must be compatible with ETC, VES, CSC and VPS Software Package(s) selected in Work Areas 1 and 2.

Operation manuals containing policies will be approved and modified as deemed necessary by SCDOT. The contractor will be required to provide Standard Operating Procedure manual for SCDOT approval. Current operations require the CSC be open Monday-Friday from 9 AM to 5 PM. SCDOT has the right to modify this schedule based on public demand and the Contractor will be required to provide sufficient staffing. The CSC will observe SCDOT holidays.

All data and documentation generated, collected, or stored by the Contractor for SCDOT relative to the toll collection system: operations procedures manuals to cover all processes; and all software (off-the-shelf and specific to the project or developed for SCDOT) shall belong exclusively to SCDOT. Source code for any software developed for SCDOT shall become the exclusive property of SCDOT. Contractor shall provide all licenses necessary to operate software.

- B. VIOLATION ENFORCEMENT PROCESSING AND NOTICING. Process toll violation notices on a regular basis as set forth in SCDOT's policies and procedures, including, but not limited to, handling all image review, resolving contested notices, providing support to SCDOT attorneys necessary to obtain court judgments against violators pursuant to S. C. Code Section 57-8-1495 (copy attached as Appendix C with amendments as Appendix D), reporting and reconciliation of payments, providing CSC assistance as required by SCDOT policies and procedures, and providing a customer service representative (CSR) that will serve as a liaison with the public and the Palmetto Pass CSC. Workstations (staff and resources) must be compatible with the CSC and VPS Software Program(s)/Package(s) selected in Work Area 2.

Operation manuals containing policies will be approved and modified as deemed necessary by SCDOT. The Contractor will be required to provide Standard Operating Procedure manual for SCDOT approval. Operations will require a CSR to respond to VPS inquiries Monday-Friday from 9 AM to 5 PM; weekly processing for First and Second violation notices; processing of Citation and/or Final Notice to Pay Toll; preparation of violation documentation for court; court appeals; annual reporting of unpaid Final Notices to SCDOT for collection processing; and administrative processes/process modification based on future toll legislation amendments. SCDOT has the right to modify this schedule based on the facility's violation rate and SCDOT policies. Contractor will

be required to provide sufficient staffing to handle the procedures outlined by SCDOT. The CSC will observe SCDOT holidays.

All data and documentation generated, collected, or stored by the Contractor for SCDOT relative to the toll collection system; operations procedures manuals to cover all processes; and all software (off-the-shelf and specific to the project or developed for SCDOT) shall belong exclusively to SCDOT. Source code for any software developed for SCDOT shall become the exclusive property of SCDOT. Contractor shall provide all licenses necessary to operate software.

**POLICY FOR TOLL VIOLATION COLLECTION AND SAMPLE NOTICES ARE ATTACHED AS APPENDIX B.**

**Anticipated Contract Term(s)**

The anticipated contract term(s), if a contract is awarded for the preceding Scope of Services general parameters and the tasks involved in the Work Areas listed above will be for an initial period of three (3) years with the option to renew for two additional two (2) year terms upon the agreement of both parties.

**Bonds and Insurance**

A Performance and Payment Bond in the amount of 100% of contract amount will be required of any successful Offeror(s). (See Part VII, Section 15.0 below.) Insurance and documentation required are set forth in Part VII, Section 16.0 below. No work will be permitted prior to the receipt of bonds and insurance documentation.

**PART V**  
**PROPOSAL CONTENT**

Proposals may include proposals for one or more of the three Work Areas outlined above. SCDOT reserves the right to award one contract for all three Work Areas or multiple contracts for any combination of Work Areas based on the proposal or proposals that are deemed most advantageous to SCDOT. SCDOT may also decide not to award a contract in any one or more Work Areas or Sub-Areas (A, B, and/or C) if it is in the best interest of SCDOT.

Each proposal shall address and include at a minimum the following subject matter in the order listed below:

1. Qualifications of the Offeror.
2. Overall understanding of the Scope of Services, needs of SCDOT, and proposed solution for each Work Area proposed.
3. Detailed technical proposal for each Work Area proposed (1, 2, and/or 3). At a minimum, provide the following:
  - a. Detailed project management plan, including project organization, resources and staffing plan.
  - b. Project schedule, with critical path clearly indicated.
  - c. Describe plan for transition from current toll collection system to Offeror's proposed system. Discuss in detail the plan for transition, data migration, and time frame for each step of transition.
  - d. Describe how quality control and quality assurance will be ensured.

- e. Detailed listing of equipment, software and systems to be provided, including all associated deliverables such as software licenses, technical and operational manuals, warranties, guarantees, maintenance and service level agreement, etc.
  - f. Plan for coordination/cooperation with SCDOT, existing contractor and any other contractors selected by SCDOT for this work.
  - g. Explanation of internal financial and accounting controls that will be maintained to ensure full accounting of revenues and operations.
4. Provide references from a minimum of two (2) owners or agencies for whom Offeror has provided projects of a similar nature. Provide the name of the contact person, address, verified telephone number, and a brief description of the referenced project.
  5. Cost. Provide overall cost to SCDOT, with a breakdown for each Work Area and SubArea included in proposal, referring to them as listed above. Provide a detailed breakdown of the services or deliverables each Work Area and SubArea, as appropriate. (COST PROPOSAL TO BE SEPARATELY SUBMITTED.)

## **PART VI**

### **SELECTION AND AWARD**

#### **Award Criteria**

Award will be made to the highest ranked, responsive and responsible offeror(s) whose proposals are determined to be most advantageous to SCDOT. Awards may be made by Work Area, or Areas, which may result in multiple awards.

#### **Evaluation Process**

The evaluation process will be a two-phased process:

Phase I. Phase I will consist of the Evaluation Committee evaluating the proposals to determine if the proposals are responsive. Any non-responsive proposal will be returned to the Offeror with an explanation as to the reasons for the determination of non-responsiveness. A proposal may be determined to be non-responsive if it fails to provide the information requested in this RFP. All responsive proposals will be then evaluated in accordance with the Evaluation Factors listed below for each Work Area (1, 2, and 3) and the proposals will be ranked in each Work Area from the most advantageous to the least advantageous to SCDOT. The selection to advance to Phase II will be determined by the natural break in the ranking or the top three ranked Offerors in each Work Area whichever is in the best interest of SCDOT.

Phase II. Phase II will consist of having the selected Offerors from each Work Area (1, 2, and 3) provide a demonstration of their proposed solution. Each Offeror will have a maximum of one and one-half hours (1.5) to demonstrate their proposed solution. There will be a thirty-minute (30) question and answer period at the end of the demonstration. The Offeror may elect to answer questions during their demonstration, however the total time allotted to each Offeror will be a maximum of two hours (2) hours. A schedule for presentations for each Work Area will be established after the Phase I evaluation process has been completed.

The Evaluation Committee will score the demonstrations. The demonstration scores will be added to the proposal scores for each Work Area. The Offeror(s) receiving the highest ranking for each Work Area (1, 2, and/or 3) will be selected as the successful Offeror(s).

## **Evaluation Factors**

Offers will be evaluated using only the factors stated below. Evaluation factors are stated in the reverse order of importance. Once evaluation is complete, all responsive offerors will be ranked from most advantageous to least advantageous in each Work Area.

### ***Work Area 1***

TOLL COLLECTION SYSTEM INTEGRATION AND MAINTENANCE; CASH TOLL COLLECTION FACILITY MAINTENANCE AND SECURITY

#### **Proposal**

1. Quality of proposal / response to needs addressed in RFP
2. Transition plan/data migration plan/ project schedule/time to deliver
3. Experience, qualifications, and technical competence
4. Cost – Separate the costs for Work Areas 1-A, B, and C

#### **Demonstration**

1. Demonstration (Phase II only) of proposed solution including any software products.

### ***Work Area 2***

CUSTOMER SERVICE CENTER (CSC) AND VIOLATION PROCESSING SYSTEM (VPS) SOFTWARE PROGRAM(S)/PACKAGE(S)

#### **Proposal**

1. Quality of proposal/ ability of product to conform with SCDOT needs, practices and procedures
2. Transition plan/data migration plan/project schedule/time to deliver
3. Results of reference checks and past performance
4. Cost

#### **Demonstration**

1. Demonstration (Phase II only) of proposed solution including any software products.

### ***Work Area 3***

OPERATION OF CUSTOMER SERVICE CENTER (CSC) AND VIOLATION ENFORCEMENT PROCESSING AND NOTICING

#### **Proposal**

1. Quality of proposal and ability to conform with SCDOT needs, practices and procedures
2. Cost - Separate costs for Work Areas 3-A and 3-B
3. Experience and qualifications

#### **Demonstration**

1. Demonstration (Phase II only) of proposed solution including any software products.

## Negotiations

SCDOT may elect to make an award to the highest ranked Offeror in any Work Area or SubArea without conducting negotiations. However, after the offers have been ranked, SCDOT may elect to negotiate price or the general scope of work with the highest ranked Offeror in any Work Area or SubArea. If a satisfactory Agreement cannot be reached, negotiations may be conducted with the second, and then the third, and so on, ranked Offerors until an acceptable Agreement is reached.

## **PART VII** **TERMS AND CONDITIONS**

1.0 CONTRACT DOCUMENTS AND TERMINOLOGY: The documents forming the entire Agreement between SCDOT and the Contractor resulting from this solicitation shall consist of this Request for Proposals, any amendments or exhibits thereto, and the Contractor's proposal. As used in this Request for Proposals, the term "Contract" or "Agreement" are interchangeable.

2.0 GOVERNING LAW: Contractor must be authorized to do business within this State, and agrees to be subject to the jurisdiction and process of the courts of the State as to all matters and disputes arising under this Agreement. This Agreement shall be governed by and construed in accordance with the laws of the State of South Carolina, and any suit, action or proceeding arising out of or relating to the Agreement must be instituted and maintained only in a state or federal court located in Richland County, South Carolina. Contractor agrees that any act by the SCDOT regarding the Agreement is not a waiver of the State's, or its agency's, sovereign immunity or the State's, or its agency's, immunity under the Eleventh Amendment of the United States Constitution.

3.0 DRUG-FREE WORKPLACE: (Note: This clause applies to any resultant contract of \$50,000 or more). By submitting an offer, Contractor certifies that, if awarded a contract, Contractor will comply with all applicable provisions of the Drug-free Workplace Act, Title 44, Chapter 107 of the South Carolina Code of Laws, as amended.

4.0 NON-DISCRIMINATION AND AFFIRMATIVE ACTION: The contractor shall not discriminate, in any way, against any person on the basis of age, sex, race, color, creed or national origin in connection with or related to the performance of this Agreement.

The contractor will take affirmative action in complying with all Federal and State requirements concerning fair employment and employment of the handicapped, and concerning the treatment of all employees, without regard or discrimination by reason of race, color, religion, sex, national origin or physical handicap. The following are incorporated herein by reference: 41 C.F.R. 101-1.4, 60-250.4 and 60-741-4.

5.0 TERMINATION: Subject to the provisions below, SCDOT may terminate the Contract resulting from this solicitation by giving the Contractor thirty (30) days advance notice in writing.

5.1. Non-Appropriations: Funds for this Contract are payable from State and/or Federal appropriations. In the event sufficient appropriations are not made to pay the charges under the Contract, the Contract shall terminate without any obligation to the SCDOT or the State of South Carolina.



- 5.2. Convenience: In the event that this Contract is terminated or canceled upon request and not the convenience of SCDOT without the required thirty (30) days advance written notice, then SCDOT shall negotiate reasonable termination costs, if applicable.
- 5.3. Cause: Termination by SCDOT for cause, default or negligence on the part of the Contractor shall be excluded from the foregoing provisions. In such cases, termination costs, if any, shall not be payable and the thirty (30) day advance notice requirement shall be inapplicable. In case of default by the Contractor, SCDOT shall give the Contractor written notice of the default and provide the Contractor an opportunity to cure the default. If the default is not cured within fifteen (15) days after notice is given, SCDOT reserves the right to purchase any or all items/services in default in open market, charging Contractor with any excessive costs. SHOULD SUCH CHARGE BE ASSESSED, NO SUBSEQUENT PROPOSALS OF THE DEFAULTING CONTRACTOR WILL BE CONSIDERED UNTIL THE ASSESSED CHARGE HAS BEEN SATISFIED. The rights and remedies of SCDOT in this clause are in addition to any other rights and remedies provided by law.
- 6.0 PRIME CONTRACTOR RESPONSIBILITIES: The Contractor will be required to assume sole responsibility for the complete effort as required by this RFP. SCDOT will consider the Contractor to be the sole point of contact with regard to contractual matters.
- 7.0 SUBCONTRACTING: If any part of the work covered by this RFP is to be subcontracted, the Contractor shall identify the subcontracting organization and the contractual arrangements made therewith. All subcontractors must be approved by SCDOT. The Contractor will also furnish the corporate or company name and the names of the officers of any subcontractors engaged by the Contractor.
- 8.0 OWNERSHIP OF MATERIAL: Ownership of all data, material and documentation originated and prepared for SCDOT pursuant to this Contract shall belong exclusively to SCDOT. All software developed solely for SCDOT pursuant to this Contract shall be the exclusive property of SCDOT.
- 9.0 COMPLIANCE WITH LAWS: During the term of the contract, Contractor shall comply with all applicable laws, codes, ordinances, rules or regulations of federal, state or local governments.
- 10.0 COMPLIANCE WITH FEDERAL REQUIREMENTS: State or Federal requirements that are more restrictive shall be followed.
- 11.0 FORCE MAJURE: The Contractor shall not be liable for any excess costs if the failure to perform the contract arises out of causes beyond the control and without the fault or negligence of the contractor. Such causes may include, but are not restricted to acts of God or of the public enemy, acts of the Governments in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather, but in every case the failure to perform must be beyond the control and without the fault or negligence of the contractor. If the failure to perform is caused by the default of a subcontractor and if such default arises out of causes beyond the control of both the contractor and subcontractor, and without the fault or negligence of either of them, the contractor shall not be liable for any excess costs for failure to perform, unless the supplies or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the contractor to meet the required delivery schedule.

12.0 INDEMNIFICATION: The Contractor shall indemnify and hold harmless SCDOT, its officers, agents and employees, and the State of South Carolina, its officers, agents, and employees, from any and all claims, damages (including attorneys fees) and actions of any nature arising from the Contractor's operations.

13.0 ASSIGNMENT: No part of this Contract or its provisions may be assigned, sublet, or transferred without the written consent of SCDOT.

14.0 MAINTENANCE OF RECORDS & AUDITS:

14.1 Maintenance of Records. Contractor shall maintain all data and records pertaining to the contract, including, but not limited to financial records, in a safe, secure and accessible format throughout the term of this Contract and for a period of three (3) years from the date of final payment under the Contract.

14.2 Contractor Audits. Contractor shall provide to SCDOT, at Contractor's expense, an annual financial audit, prepared by an independent auditor.

14.3 SCDOT Audits. SCDOT shall have the right to inspect or audit, or have an outside contractor inspect or audit, at reasonable times, all data, records and operations pertaining to this Contract. Such audits or inspections shall include, but not be limited to financial, internal controls, and/or performance audits and inspections. Contractor shall make all data, records, and operations, including computer files and software, available to SCDOT for the purpose of such audits, at no cost to SCDOT.

15.0 BONDING REQUIREMENTS. The Contractor shall furnish, at its own expense, an annual, renewable Performance and Payment Bond as security for the performance by the Contractor of the provisions of this Contract and to ensure payment of any subcontractors or material suppliers. The Performance Bond shall be in the full amount of the Contract price and shall cover any loss to SCDOT resulting from Contractor's, or its subcontractor's or agents', failure to perform in accordance with the agreement. The amount of the Payment Bond shall be in the full amount of the Contract price. The bonds shall be issued by a surety company licensed to do business in South Carolina with a "A" minimum rating of performance as stated in the most current publication of "Bests Key Rating Guide." The Bonds for the first year shall be provided to SCDOT prior to the commencement of the work of this Agreement. The Bonds for each succeeding year shall be provided on or before the expiration date of the previous Bonds.

16.0 INSURANCE REQUIREMENTS:

(1) The Contractor shall procure and maintain in force throughout the Contract, from a company or companies authorized to do business in South Carolina, insurance sufficient to protect the Contractor from the types of claims set forth below which may arise out of the Contractor's performance or operations under this Contract, whether such operations be by the Contractor or by a subcontractor or by anyone directly or indirectly employed by them, or anyone for whom the Contractor may be held liable:

- (a) claims under workers compensation, disability benefit and other similar employee benefit acts which are applicable to the work to be performed;
- (b) claims for damages because of bodily injury, occupational sickness or disease, or death of the Contractor's employees;
- (c) claims for damages because of bodily injury, sickness or disease, or death of anyone other than Contractor's employees;

- (d) claims for damages insured by usual personal injury liability coverage;
- (e) claims for damages, other than to the work itself, because of injury to or destruction of tangible property, including loss of use resulting therefrom;
- (f) claims for damages because of bodily injury, death of a person or property damage arising out of ownership, maintenance or use of a motor vehicle;
- (g) claims for bodily injury or property damage arising out of completed operations;
- (h) claims involving contractual liability insurance applicable to contractor's obligations under the indemnity provisions of this Agreement.

(2) Coverage shall be written on an occurrence basis and shall be maintained without interruption from the date of commencement of the work under this Contract until the date of final payment. The insurance shall be written for not less than the following limits of liability or as required by law, whichever is greater:

- (a) Comprehensive General Liability - \$1,000,000
  - a. Premises and Operations
  - b. Contractors Protective Liability
  - c. Products Liability/Completed Operations
  - d. Personal and Advertising Injury
  - e. Each occurrence - \$1,000,000
- (b) Comprehensive Business/Auto Liability -- combined single limit - \$1,000,000 or bodily injury and property damage (each) - \$750,000
- (c) Workers Compensation/Employer's Liability -- State Statutory requirements

(3) Required Documentation

- (a) Prior to commencement of the work, Contractor shall provide a signed, original certificate of liability insurance (ACORD 25). The certificate shall identify the types of insurance, state the limits of liability for each coverage, include a provision for 30 days notice to SCDOT prior to cancellation, name SCDOT as a certificate holder, provide that the general aggregate limit applies to the project, and provide that coverage is on an occurrence basis.
- (b) Prior to commencement of the work, Contractor shall provide a written endorsement to the Contractor's general liability insurance policy that (1) names SCDOT as an additional insured, (2) provides that no material alteration, cancellation, non-renewal, or expiration of the coverage contained in such policy shall have effect unless SCDOT has been given at least 30 days written notice, and (3) provides that Contractor's liability insurance policy shall be primary, with any liability insurance of SCDOT as secondary and non-contributory.
- (c) Both the certificate and the endorsement must be sent to SCDOT directly from either the Contractor's insurance agency or the insurance company.

17.0 SURVIVAL OF OBLIGATIONS. SCDOT's rights and obligations, which, by their nature, will continue beyond the termination, cancellation, rejection, or expiration of this Contract shall survive such termination, cancellation and rejection, or expiration, including, but not limited to, the rights and obligations created by the indemnification clause and any provisions regarding warranty or audit.

## 18.0 CHANGE ORDERS AND MODIFICATIONS.

- (a) Change Orders. SCDOT reserves the right to change any portion of the work required under this Contract or to amend such other terms as may become necessary. Any such changes shall be accomplished as follows:
  - (1) For changes which do not materially affect the scope of services, term, payment provisions, or any other term or condition included herein, a Change Notice requesting such change may be prepared by SCDOT and signed by Contractor.
  - (2) For changes that materially affect the scope of services, term, payment provisions, or any term and condition included herein, a negotiated Amendment to this Contract shall be executed by both parties.
- (b) Modifications. All physical changes or modifications to the Toll Plaza buildings, facilities and grounds requested by the Contractor shall be at Contractor's expense and must have SCDOT's prior written approval. Such modifications shall include, but not be limited to, any modification for the customer service center or for security reasons.

## 19.0 VALUE ENGINEERING. If at any time after performance of the contract has begun, Contractor determines that there is a more cost effective way to accomplish the scope of work of the contract without substantially modifying the scope of the contract, Contractor may propose such modification to SCDOT in writing as a "Value Engineering Proposal." The Value Engineering Proposal shall contain, at a minimum, the following:

- (a) A statement that the request for the modification is being made as a Value Engineering Proposal;
- (b) A description of the difference between the existing contract requirements and the proposed modification, with the comparative advantages and disadvantages of each;
- (c) Necessary documentation covering the proposed modification and supporting computations shall be included in the final submittal;
- (d) An itemized list of the contract requirements that would be modified and a recommendation of how to make each modification;
- (e) A detailed estimate of the cost of performing work under the proposed modification;
- (f) A statement of the time by which approval of the Value Engineering Proposal must be issued by SCDOT to obtain the total estimated cost reduction during the remainder of the contract, noting any effect on the completion or delivery schedule.

Contractor must provide any additional information requested by SCDOT for its use in evaluating the proposal. SCDOT will have no obligation to review or accept the proposal. If the proposal is accepted by SCDOT, SCDOT will agree to equally share the final net cost savings with Contractor. The final net cost savings to be distributed will be the difference in cost between the existing contract cost to SCDOT and the actual final cost to SCDOT resulting from the modification.

## 20.0 CONTRACT TERM:

- 20.1 Initial contract period. The initial contract period shall be three (3) years from the effective date as stated on the award document. The contract may be extended for up to two (2) additional two (2) year terms.
- 20.2 Extensions. Unless terminated by either party at the end of the initial term, at the end of a successive term, or as otherwise allowed within this document (see termination clause), the contract will automatically extend for an additional two (2) year term at the prices, terms and conditions approved by SCDOT. If the contractor elects not to extend the contract for an additional term, the contractor must notify the SCDOT Procurement Office at its

intention in writing one hundred and eighty (180) days prior the end of the then current term.

- 20.3 Price Adjustments for Contract Extensions. Any request for price increase must be submitted to the Procurement Office at least one hundred eighty (180) days prior to the automatic renewal date. (Price increases will only become effective if approved in writing by the SCDOT Procurement Office). The maximum increase will not exceed the unadjusted percent change from the previous year shown in the Consumer Price Index (CPI), All Urban Consumers (CPI-U), "Other Goods and Services" or the current market conditions as determined by the Contract Administrator.

## **PART VIII**

### **SPECIAL INSTRUCTIONS**

- 1.0 INTENT TO PERFORM: It is the intent and purpose of SCDOT that this request permits competition. It shall be the Offeror's responsibility to advise SCDOT if any language, requirements, etc., or any combinations thereof, inadvertently restricts or limits the requirements stated in this RFP to a single source. Such notification must be submitted in writing, and must be received by SCDOT within fifteen (15) days of the date of issue. A review of such notifications will be made.
- 2.0 RECEIPT OF PROPOSAL: The required copies of the proposal must be submitted no later than the date and time specified herein. Offerors mailing proposals should allow a sufficient mail delivery period to insure timely receipt of their proposals by the issuing office. Any proposals received after the scheduled opening date and time will be immediately disqualified.
- 3.0 PREPARATION OF PROPOSAL:
- 3.1 All proposals should be complete and carefully worded and must convey all of the information requested by SCDOT. If significant errors are found in the offeror's proposal, or if the proposal fails to conform to the essential requirements of the RFP, SCDOT and SCDOT alone, will be the judge as to whether that variance is significant enough to reject the proposal.
- 3.2 Proposals should be prepared simply and economically, providing a straightforward, concise description of Offeror's capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.
- 3.3 Each copy of the proposal should be bound in a single volume where practical. All documentation submitted with the proposal should be bound in that single volume.
- 3.4 If your proposal includes any comment over and above the specific information requested in this Request for Proposal, you are to include this information as a separate appendix to your proposal.
- 4.0 DISCUSSION/NEGOTIATION: By submission of a proposal, Offeror agrees that during the period following issuance of a proposal and prior to final award of contract, Offeror shall not discuss this procurement with any party except the purchasing official of SCDOT's Office of Procurement Services who is specifically designated in this solicitation. Offeror shall not attempt to discuss with or attempt to negotiate with any individual any aspect of the procurement without prior approval of said purchasing official.

5.0 AMENDMENTS TO REQUEST FOR PROPOSALS:

5.1 VERBAL COMMENTS OR DISCUSSIONS BY SCDOT RELATIVE TO THIS SOLICITATION CANNOT ADD, DELETE OR MODIFY ANY WRITTEN PROVISION. ANY ALTERATION MUST BE IN THE FORM OF A WRITTEN AMENDMENT TO ALL OFFERORS.

5.2 If it becomes necessary to revise any part of the RFP, an amendment will be provided to all eligible offerors.

6.0 ORAL PRESENTATIONS: The three (3) highest ranked offerors for each Work Area will be requested to make oral presentations of their proposals to SCDOT. Such presentations provide an opportunity for the offerors to clarify their proposals and to ensure a thorough understanding.

7.0 OFFEROR'S QUALIFICATION: Offeror must, upon request of SCDOT, furnish satisfactory evidence of its ability to furnish products or services in accordance with the terms and conditions of this proposal. SCDOT reserves the right to make the final determination as to the offeror's ability to provide the services requested herein.

8.0 OFFEROR RESPONSIBILITY: Each offeror shall fully acquaint himself with conditions relating to the scope and restrictions attending the execution of the work under the conditions of this proposal. It is expected that this will sometimes require on-site observation. The failure or omission of an offeror to acquaint itself with existing conditions shall in no way relieve offeror of any obligation with respect to this proposal or to the Agreement.

9.0 AWARD: An award resulting from this RFP shall be awarded to the responsive and responsible offeror(s) whose proposal is determined to be most advantageous to the State, taking into consideration price, when required, and the evaluation factors set forth herein; however, the right is reserved to reject any and all proposals received and in all cases, SCDOT will be the sole judge as to whether an offeror's proposal has or has not satisfactorily met the requirements of this RFP.

10.0 SUBMITTING CONFIDENTIAL INFORMATION:

10.1. OVERVIEW / APPLICABLE STATUTES: Under the South Carolina Freedom of Information Act ("FOIA"), certain documents an Offeror submits to SCDOT may be subject to public disclosure. All references are to the South Carolina Code of Laws, which is available on the internet at: <http://www.lpitr.state.sc.us/code/statmast.htm>. Offerors are urged to become familiar with FOIA (Title 30, Chapter 4 of the Code) and the Trade Secrets Act (Title 39, Chapter 8). Commercial or financial information obtained in response to a Request for Proposals or any type of bid solicitation which is privileged and confidential need not be disclosed. Privileged and confidential information is information in specific detail not customarily released to the general public, the release of which might cause harm to the competitive position of the party supplying the information. Examples of this type of information would include: (1) customer lists; (2) design recommendations and identifications of prospective problem areas under an RFP; (3) design concepts, including methods and procedures; (4) biographical data on key employees of the bidder.

10.2. INSTRUCTIONS: In determining whether to release documents, the State will detrimentally rely on Offeror's marking of documents, as required by these bidding instructions, as being either "CONFIDENTIAL" or "TRADE SECRET". For every document Offeror submits in response to or with regard to this solicitation, Offeror must separately mark with the word "CONFIDENTIAL" every page, or portion thereof, that Offeror contends contains information that is exempt from public disclosure because it is either (a) a trade secret or (b) privileged and confidential. For every document Offeror submits in response to or with regard to this solicitation, Offeror must separately mark with the words "TRADE SECRET" every page or portion thereof that Offeror contends contains a trade secret as that term is defined by the Trade Secrets Act. All markings must be conspicuous; use color, bold, underlining, or some other method in order to conspicuously distinguish the mark from the other text. If a portion of a bid or proposal is improperly marked as confidential or trade secret, SCDOT may, in its sole discretion, determine it nonresponsive. If only portions of a page are protected, do not mark the entire page.

10.3. CONSENT TO RELEASE: By submitting a bid or proposal, Offeror (1) consents to the release of documents governed FOIA statutes unless Offeror conspicuously states otherwise on the cover of its bid or proposal, (2) agrees to the public disclosure of any documents regarding this solicitation submitted at any time prior to entering into a contract (including, but not limited to, documents contained in a bid or proposal, documents submitted to clarify either a bid or proposal, and documents submitted during negotiations), unless the document is conspicuously marked "TRADE SECRET" or "CONFIDENTIAL", (3) agrees that any information not marked, as required by these bidding instructions, as a "TRADE SECRET" is not a trade secret as defined by the Trade Secrets Act and any information not marked "CONFIDENTIAL" as required by these instructions is not confidential, and (4) that, notwithstanding any claims or markings otherwise, any prices used to determine the award are subject to public disclosure. By submitting a bid or proposal, Offeror agrees to defend, indemnify and hold harmless SCDOT, its officers and employees, from every claim, demand, loss, expense, cost, damage or injury, including attorney's fees, arising out of or resulting from SCDOT's withholding information that Offeror marked as "CONFIDENTIAL" or "TRADE SECRET".

11.0 RIGHT OF NON/COMMITMENT OR REJECTION: This solicitation does not commit SCDOT to award a contract, to pay any costs incurred in the preparation of a proposal, or to procure or contract for the articles of goods or services requested. SCDOT reserves the right to accept or reject any or all proposals received as a result of this request, or to cancel in part or in its entirety this proposal if it is in the best interest of SCDOT to do so.

12.0 PROTEST: Any protest to this solicitation must be filed within fifteen (15) days of the date of the issuance of the Request for Proposals and any protest to the award of a contract hereunder must be filed within fifteen (15) days of the notification of the award. Protests must be filed with Norman Hall, SCDOT Director of Procurement Services, P.O. Box 191, Columbia, SC 29202.

14.0 COST: Cost submitted with proposal shall be firm for a period of at least 120 days from the closing date.

15.0 UNSUCCESSFUL OFFERORS: Offerors not awarded a contract under this solicitation, may request return of their proposals within thirty (30) days after notification of award is mailed. All cost of returns will be paid by the offeror. If Federal Express, UPS, or other shipping number is not received with request, all materials will be destroyed.

- 16.0 DISCUSSION WITH RESPONSIVE OFFERORS: Discussions may be conducted with responsive offerors who submit proposals for the purpose of clarification to assure full understanding of the requirements of the request for proposals. All offerors, whose proposals, in SCDOT's sole judgment, needing clarification shall be accorded such an opportunity.
- 17.0 PAYMENT FOR GOODS & SERVICES: Payment for goods & services received by SCDOT hereunder shall be processed in accordance with State Law.
- 18.0 TAXES: Do not include any taxes in the proposed price shown that SCDOT may be required to pay. Upon submission of a proposal by a state agency, the procurement officer will compute a 7% sales/use tax to the non-state agency proposals when applicable (service/labor excluded) in determining the low offeror. This procedure is necessary in accordance with the SC Department of Revenue regulation 117-174-95.



## **IMPORTANT NOTICE**

### **APPLIES TO NONRESIDENTS ONLY**

BIDDER OFFEROR

RE: SC WITHHOLDING TAX AMENDMENTS  
CODE SECTION 12-9-310 (A) (2) (3)

EFFECTIVE JULY 1, 1994, SECTION 49, APPROPRIATIONS BILL, PART II AMENDED THE ABOVE-REFERENCED CODE SECTION TO ELIMINATE WITHHOLDING FROM PAYMENTS TO NONRESIDENT CONTRACTORS AND RENTAL RECIPIENTS IF THE NONRESIDENT IS REGISTERED OR REGISTERS WITH THE SC DEPARTMENT OF REVENUE OR THE SC SECRETARY OF STATE'S OFFICE. THE NONRESIDENT MUST PROVIDE AN AFFIDAVIT TO WHOMEVER THEY ARE CONTRACTING WITH TO THAT EFFECT.

THE AFFIDAVIT WILL BE RETAINED BY THE ENTITY OR PERSONS LETTING THE CONTRACT TO THE NONRESIDENT. IN THE ABSENCE OF AN AFFIDAVIT BEING PROVIDED, WITHHOLDING WILL BE REQUIRED (CONTRACTS -- 2%, RENTAL OR ROYALTY RECIPIENTS -- 7% FOR CORPORATION OR 5% FOR INDIVIDUALS AND PARTNERSHIPS).

THE FILING OF THE AFFIDAVIT AFFIRMING REGISTRATION BY THE NONRESIDENT ELIMINATES THE REQUIREMENT TO WITHHOLD BY THOSE LETTING CONTRACTS TO NONRESIDENTS AS WELL AS THE POSTING OF THE SURETY BOND BY THE NONRESIDENT. ENCLOSED IS AN AFFIDAVIT AND INSTRUCTIONS TO BE USED WHEN CONTRACTING WITH NONRESIDENTS.

FORMS TO REGISTER FOR ALL TAXES ADMINISTERED BY THE SC DEPARTMENT OF REVENUE MAY BE OBTAINED BY CALLING THE LICENSE AND REGISTRATION SECTION AT (803) 898-5872 OR WRITING THE SC DEPARTMENT OF REVENUE, REGISTRATION UNIT, COLUMBIA, SC 29214-0170.

#### **INSTRUCTIONS -NONRESIDENT TAXPAYER REGISTRATION AFFIDAVIT**

REQUIREMENT TO MAKE WITHHOLDING PAYMENTS: CODE SECTION 12-9-310 (A) (3) REQUIRES PERSONS HIRING OR CONTRACTING WITH A NONRESIDENT TAXPAYER TO WITHHOLD 2% OF EACH PAYMENT MADE TO THE NONRESIDENT WHERE THE PAYMENTS UNDER THE CONTRACT EXCEED \$10,000.00 IN ONE CALENDAR YEAR.

CODE SECTION 12-9-310 (A) (2) REQUIRES PERSONS MAKING PAYMENT TO A NONRESIDENT TAXPAYER OF RENTALS OR ROYALTIES AT A RATE OF \$1,200.00 OR MORE A YEAR FOR THE USE OF OR FOR THE PRIVILEGE OF USING PROPERTY IN SOUTH CAROLINA TO WITHHOLD 7% OF THE TOTAL OF EACH PAYMENT MADE TO A NONRESIDENT TAXPAYER WHO IS NOT A CORPORATION AND 5% IF THE PAYMENT IS MADE TO A CORPORATION.

PURPOSE OF AFFIDAVIT: A PERSON IS NOT REQUIRED TO WITHHOLD TAXES WITH REGARD TO A NONRESIDENT TAXPAYER WHO SUBMITS AN AFFIDAVIT CERTIFYING THAT HE IS REGISTERED WITH THE SOUTH CAROLINA SECRETARY OF STATE OF THE SOUTH CAROLINA DEPARTMENT OF REVENUE.

TERM AND DURATION OF AFFIDAVIT: IT IS RECOMMENDED THAT AN AFFIDAVIT BE OBTAINED FROM A NONRESIDENT TAXPAYER FOR EACH SEPARATE CONTRACT OR AGREEMENT. OTHERWISE, THE AFFIDAVIT SUBMITTED BY A NONRESIDENT TAXPAYER SHALL REMAIN IN EFFECT FOR A PERIOD OF THREE YEARS, OR FOR A LESSER TIME IF THE PERSON EARLIER RECEIVES NOTICE OF REVOCATION OR EXEMPTION FROM WITHHOLDING FROM THE SC DEPARTMENT OF REVENUE.

**STATE OF SOUTH CAROLINA, DEPARTMENT OF REVENUE (1-312)  
NONRESIDENT TAXPAYER ON REGISTRATION AFFIDAVIT, INCOME TAX  
WITHHOLDING**

**THIS AFFIDAVIT APPLIES TO NONRESIDENTS ONLY**

THE UNDERSIGNED NONRESIDENT TAXPAYER ON OATH, BEING FIRST DULY SWORN  
HEREBY CERTIFIES AS FOLLOWS:

1. OWNER, PARTNER(S) OR CORPORATE NAME OF NONRESIDENT TAXPAYER: \_\_\_\_\_
2. TRADE NAME (DOING BUSINESS AS): \_\_\_\_\_
3. MAILING ADDRESS: \_\_\_\_\_
4. FEDERAL IDENTIFICATION NUMBER: \_\_\_\_\_
5. \_\_\_\_\_ HIRING OR CONTRACTING WITH:  
NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_
- \_\_\_\_\_ RECEIVING RENTALS OR ROYALTIES FROM:  
NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_
6. I CERTIFY THAT THE ABOVE NAMED NONRESIDENT TAXPAYER IS CURRENTLY  
REGISTERED WITH  
(CHECK APPROPRIATE BOX):  
(        ) THE SOUTH CAROLINA SECRETARY OF STATE OR  
(        ) THE SOUTH CAROLINA DEPARTMENT OF REVENUE  
DATE OF REGISTRATION: \_\_\_\_\_
7. I UNDERSTAND THAT BY THIS REGISTRATION, THE ABOVE NAMED NONRESIDENT  
TAXPAYER HAS AGREED TO BE SUBJECT TO THE JURISDICTION OF THE SC  
DEPARTMENT OF REVENUE AND THE COURTS OF SOUTH CAROLINA TO  
DETERMINE ITS SOUTH CAROLINA TAX LIABILITY, INCLUDING ESTIMATED  
TAXES, TOGETHER WITH ANY RELATED INTEREST AND PENALTIES.
8. I UNDERSTAND THE SOUTH CAROLINA DEPARTMENT OF REVENUE MAY REVOKE  
THE WITHHOLDING EXEMPTION GRANTED UNDER CODE SECTION 12-9-310 AT  
ANY TIME IT DETERMINES THAT THE ABOVE NAMED NONRESIDENT TAXPAYER IS  
NOT COOPERATING WITH THE DEPARTMENT IN THE DETERMINATION OF ITS  
CORRECT SOUTH CAROLINA TAX LIABILITY.

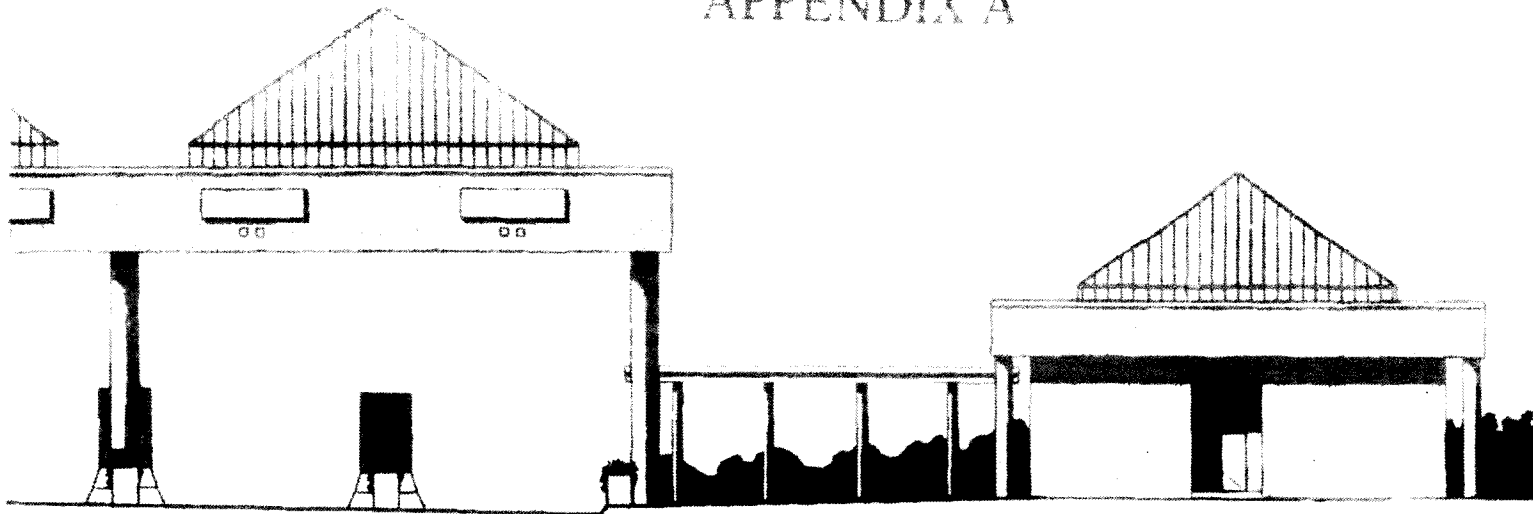
(THE UNDERSIGNED UNDERSTAND THAT ANY FALSE STATEMENT CONTAINED  
HEREIN COULD BE PUNISHED BY FINE, IMPRISONMENT OR BOTH.)

\_\_\_\_\_  
(SIGNATURE OF OWNER, PARTNER OR CORPORATE OFFICER) (SEAL) (DATE)

IF CORPORATE OFFICER STATE TITLE: \_\_\_\_\_

(NAME - PLEASE PRINT)

APPENDIX A



CROSS ISLAND PARKWAY TOLL PLAZA

FWI  
ARCHITECTS

ARCHITECTS

10078 CAROLINA

DEPARTMENT OF TRANSPORTATION

FILE NO. 10078

PROJECT NO. 10078

10078 CAROLINA

DEPARTMENT OF TRANSPORTATION

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FILE NO. 10078

PROJECT NO. 10078

COVER SHEET

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DEPARTMENT OF TRANSPORTATION

FILE NO. 10078

PROJECT NO. 10078

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DEPARTMENT OF TRANSPORTATION

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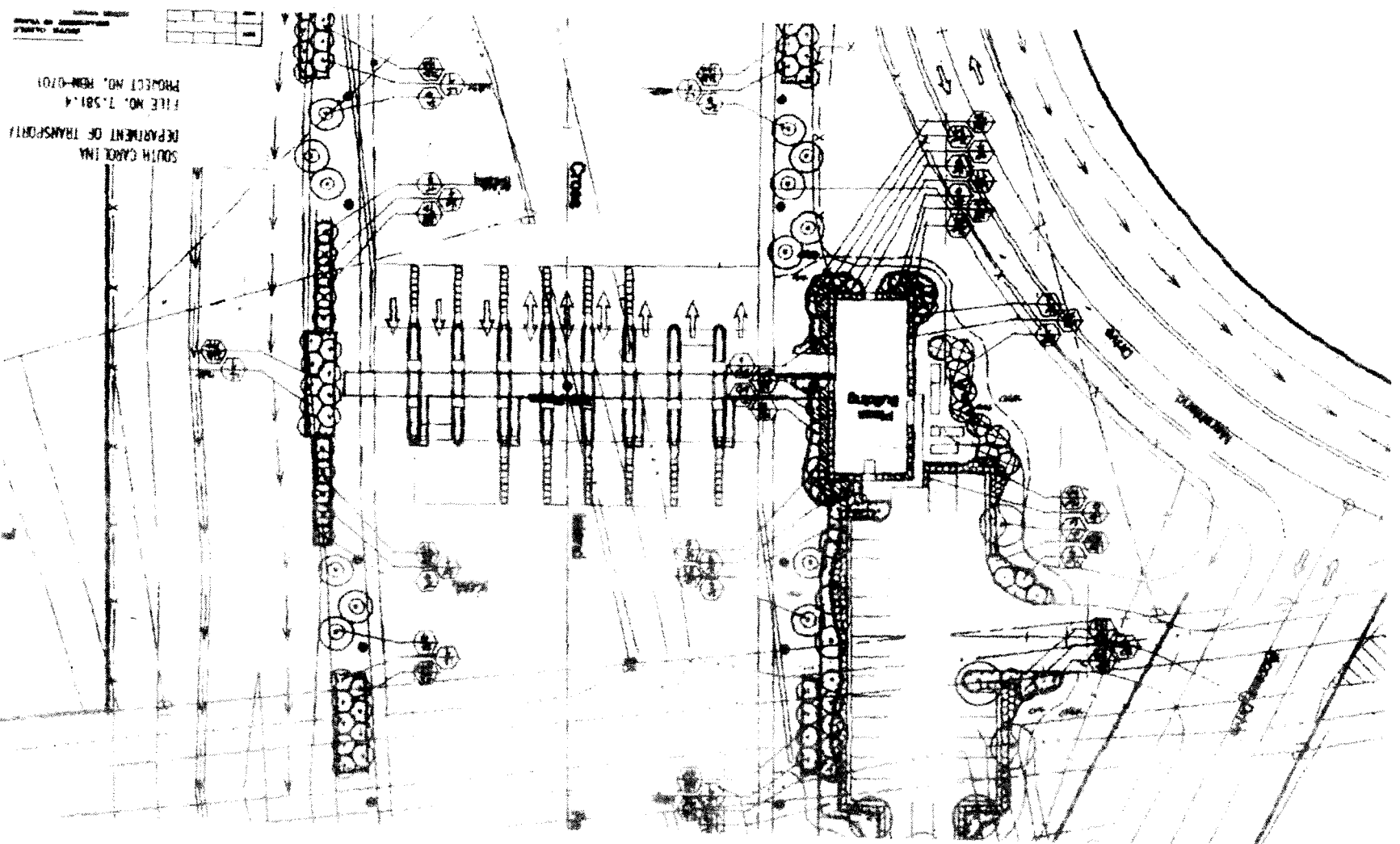
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PROJECT NO. 10078

10078 CAROLINA

DEPARTMENT OF TRANSPORTATION

FILE NO. 10078



SOUTH CAROLINA  
DEPARTMENT OF TRANSPORTATION  
FILE NO. 7-581.4  
PROJECT NO. RDM-0701


SOUTH CAROLINA  
 DEPARTMENT OF TRANSPORTATION  
 PROJECT NO. R&M-0701  
 FILE NO. 1-5014

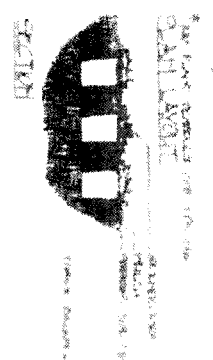
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 PROJECT NO. R&M-0701  
 FILE NO. 1-5014

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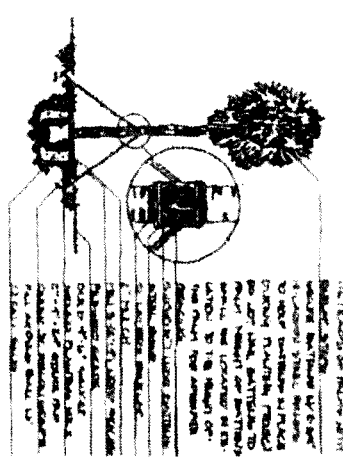
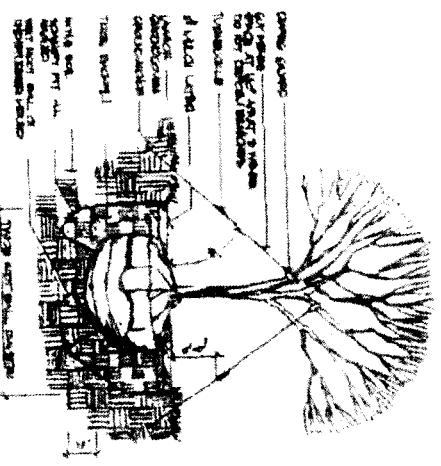
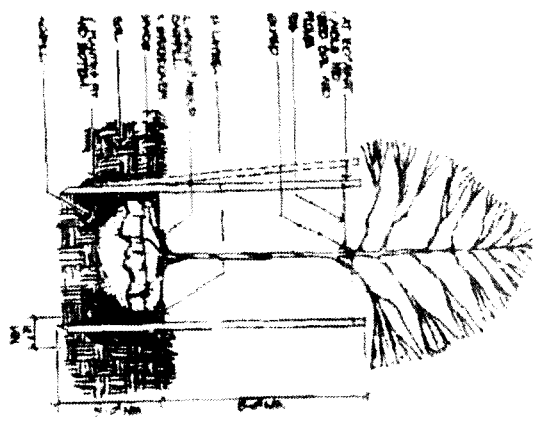
2 Vine Attachment Detail  
 See 10 notes



3 Greenhouse Foundation Detail  
 See 10 notes



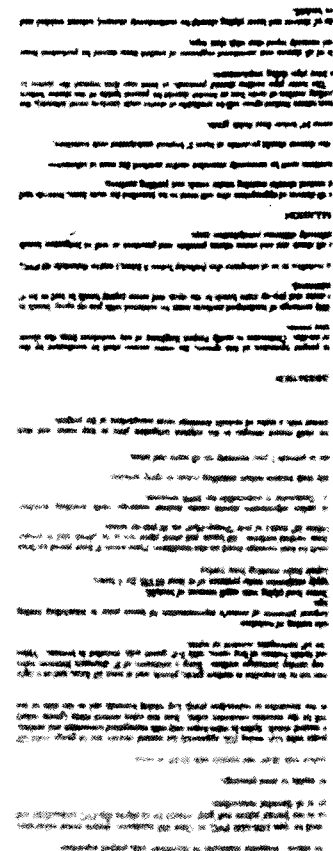
4 Grape Climbing Detail  
 See 10 notes



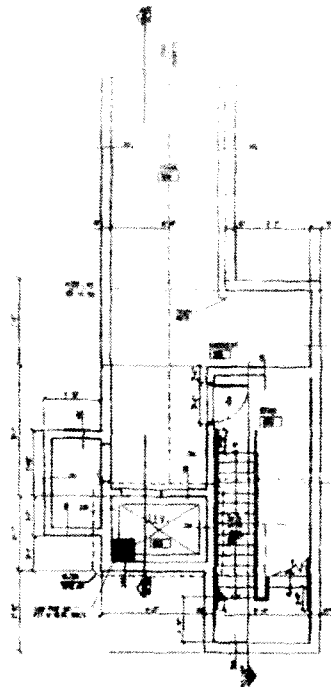
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 FILE NO. 7.581.4  
 PROJECT NO. RSW-0101

SOUTH CAROLINA  
DEPARTMENT OF TRANSPORTATION  
FILE NO. 7-581.4  
PROJECT NO. R884-0701







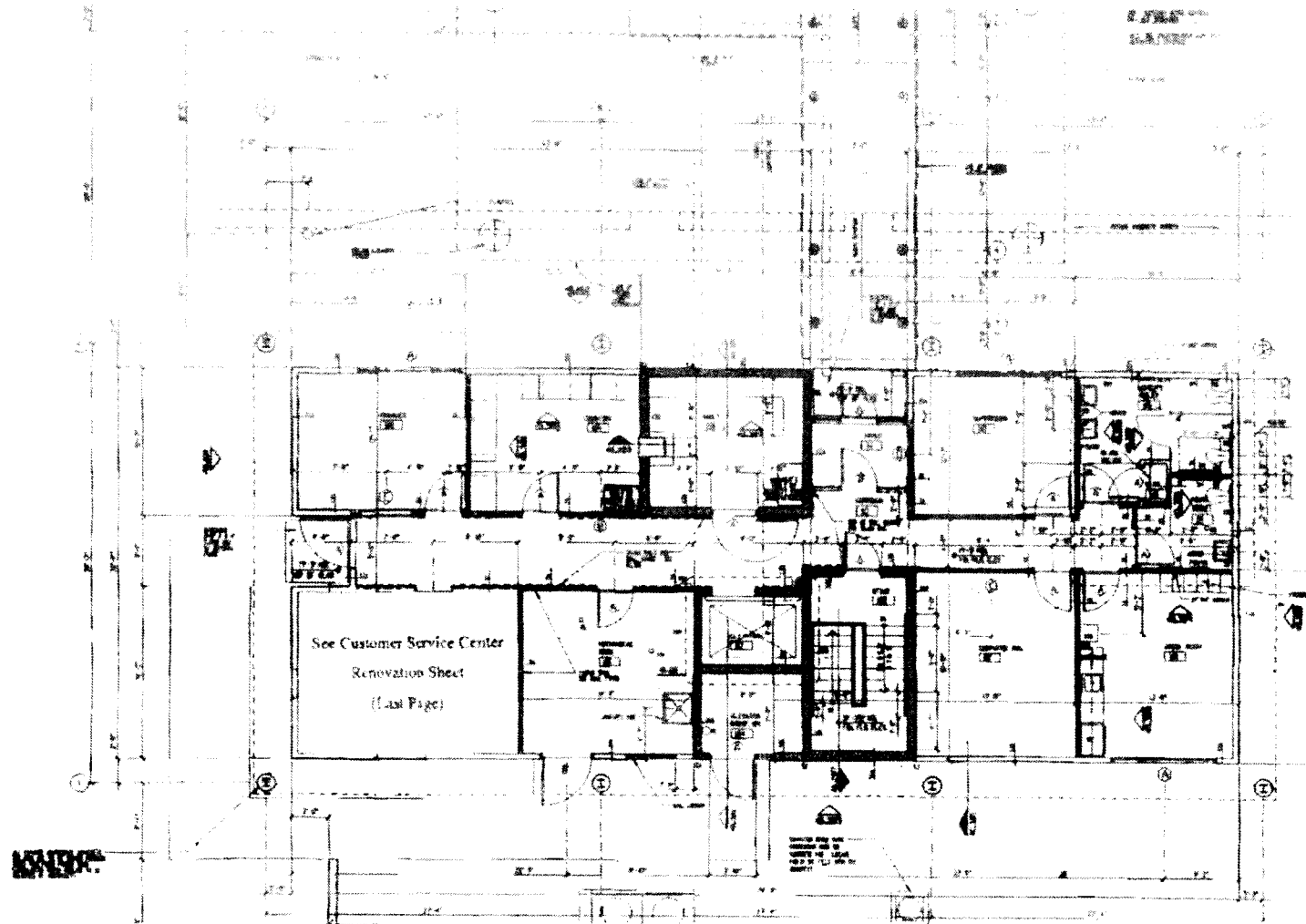
MAIN BUILDING BASEMENT FLOOR PLAN



NOTE: CIRCULAR  
DEPARTMENT OF TRANSPORTATION  
FILE NO. 7-10-1  
PROJECT NO. 100-100

CROSS ISLAND PARKWAY  
**TOLL PLAZA**  
ALSO SEE ISLAND ROAD CROSSING

BUILDING  
BASEMENT  
FLOOR PLAN



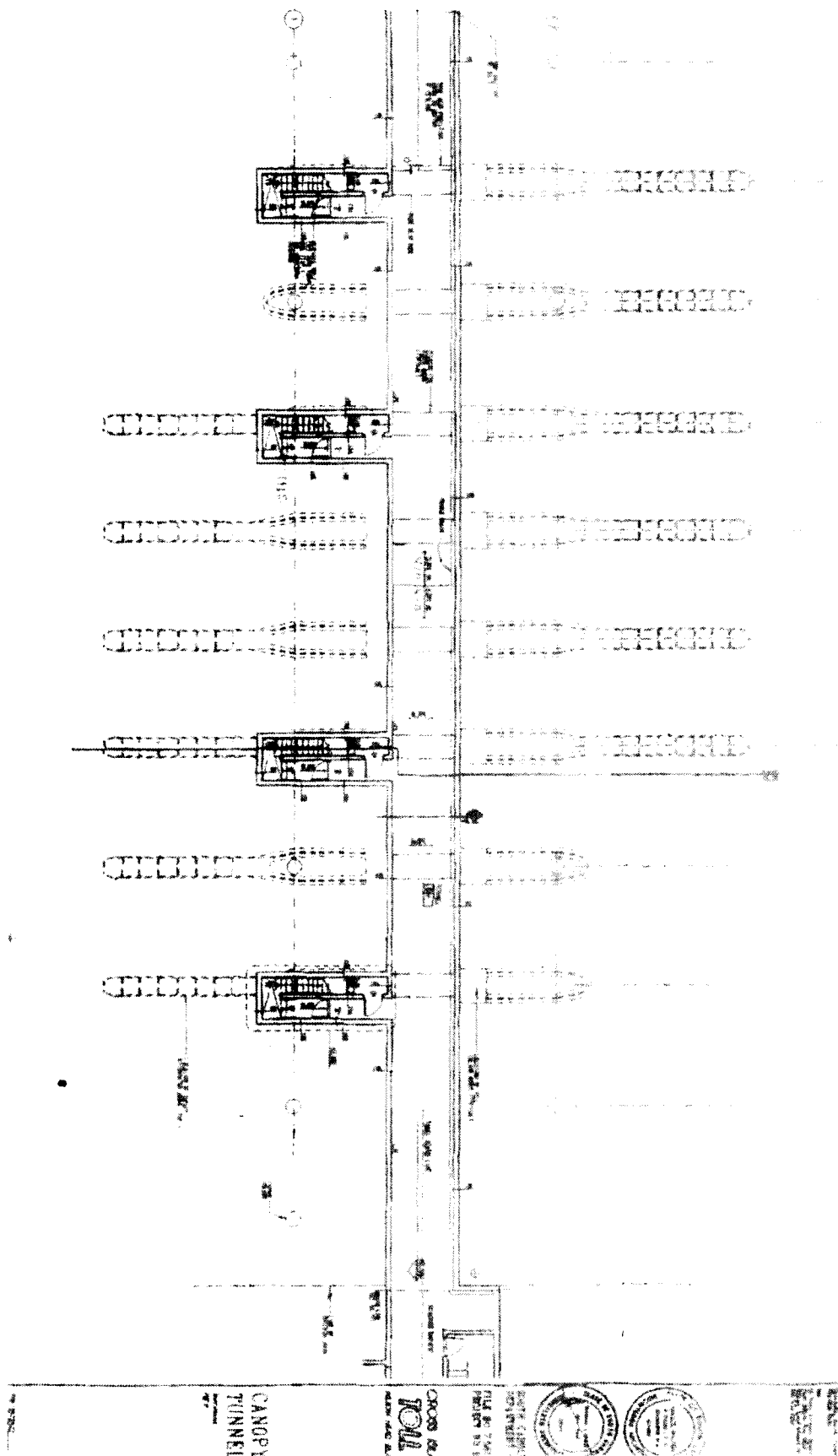
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J. H. HARRIS  
1000 E. 10th St.  
Spartanburg, S.C. 29302

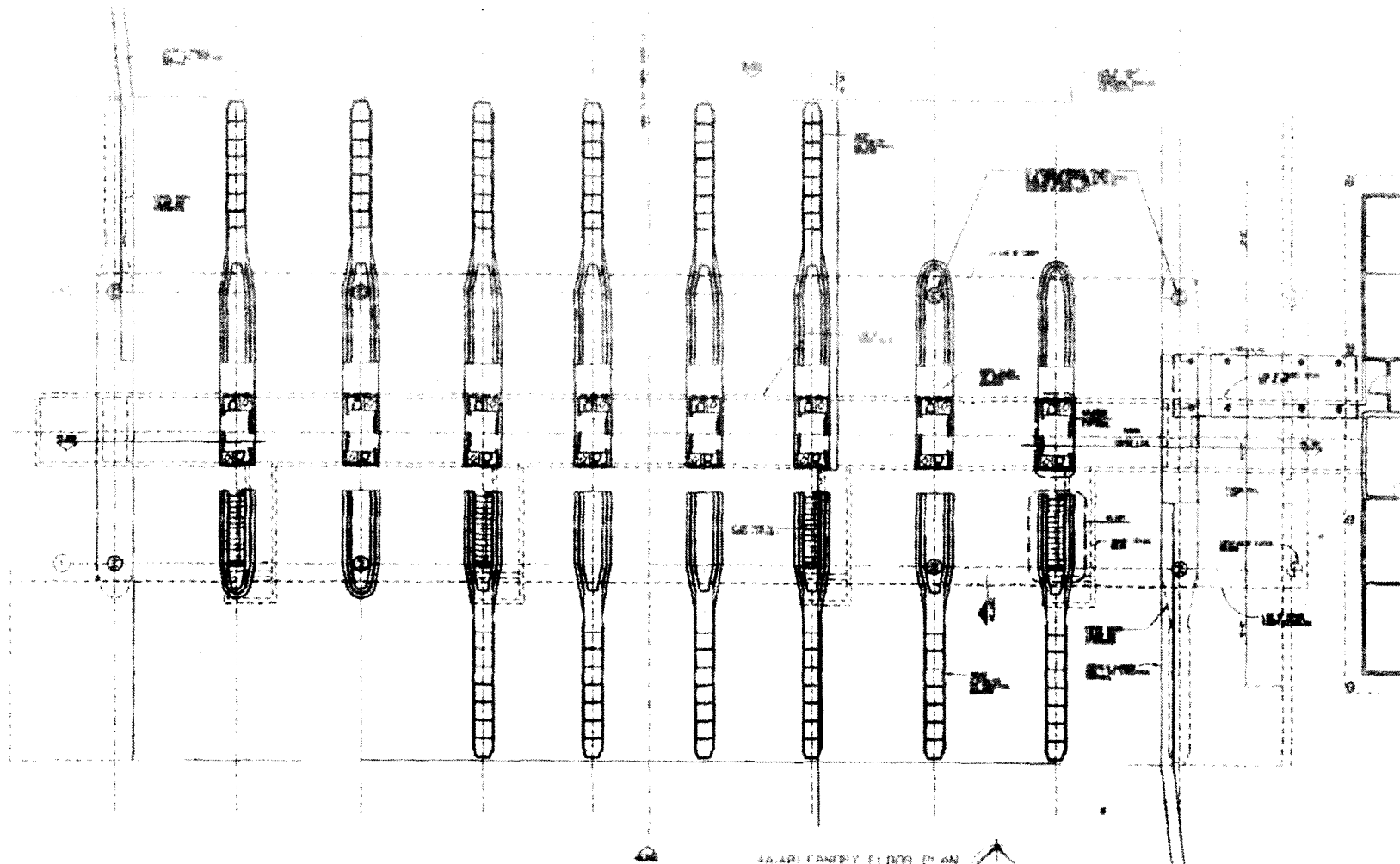


SOUTH CAROLINA  
DEPARTMENT OF TRANSPORTATION  
FILE NO. 7-10-1  
PROJECT NO. 804-070

CROSS ISLAND PARKWAY  
**YOUNG PLAZA**  
SPARTANBURG, SOUTH CAROLINA

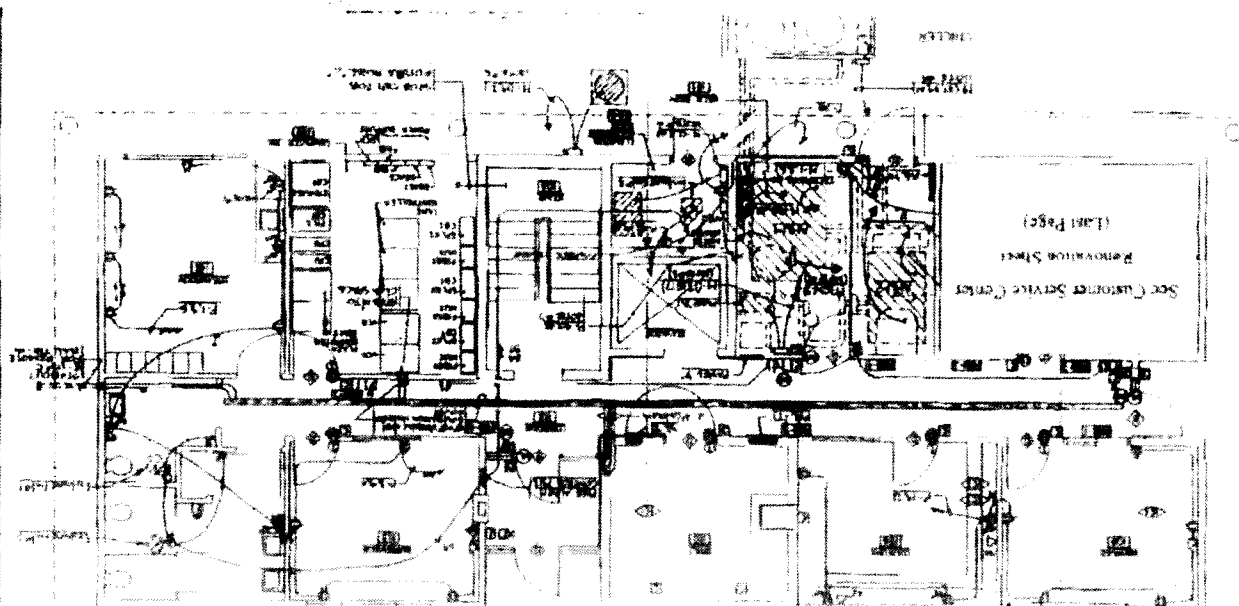
BUILDING  
FLOOR PLAN





40.40 CANOPY FLOOR PLAN

  
  
 SOUTH CAROLINA  
 DEPARTMENT OF  
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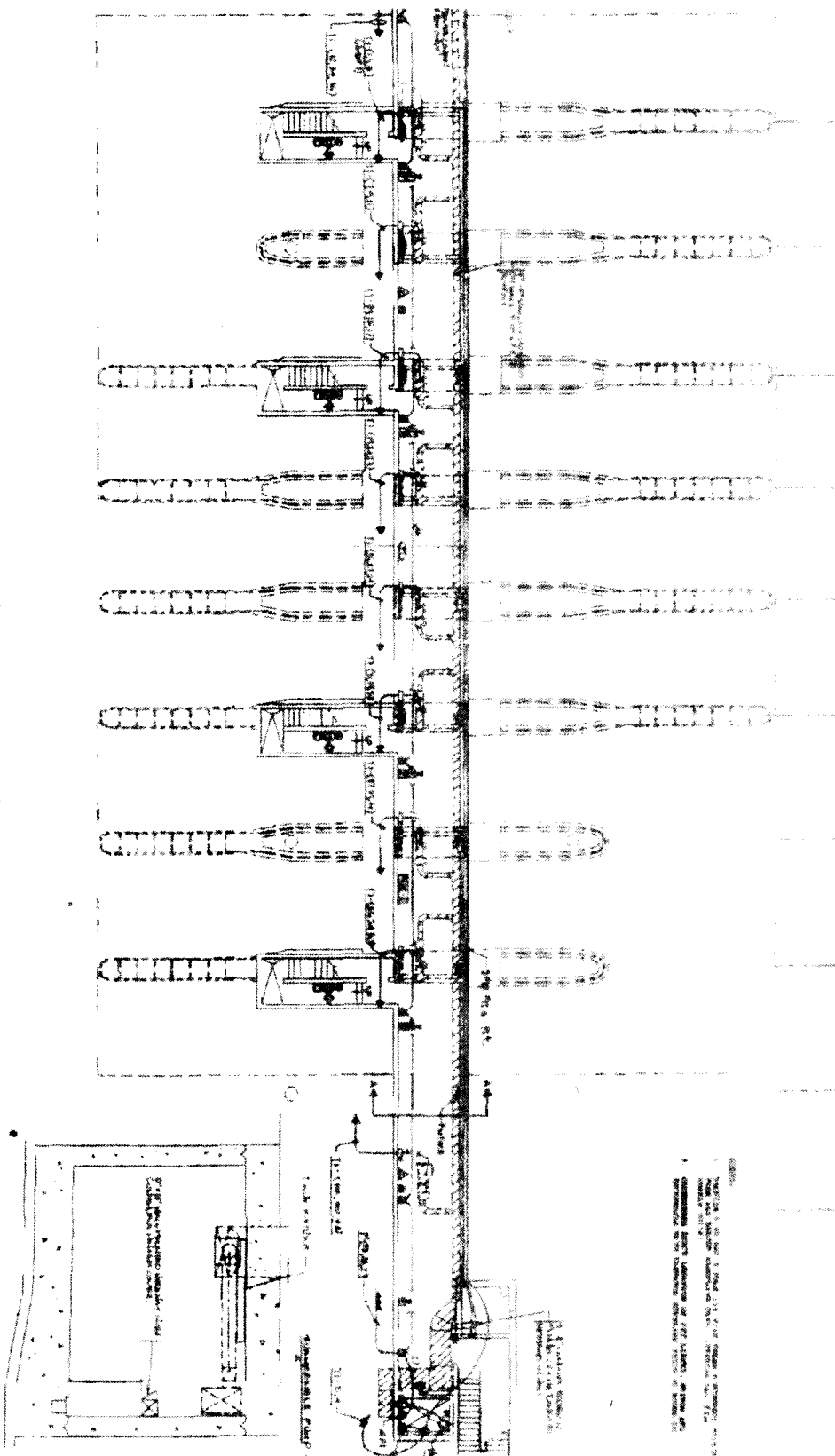
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**CANOPY TUNNEL, PLAN-POWER**

OPTIONAL 50' 00"

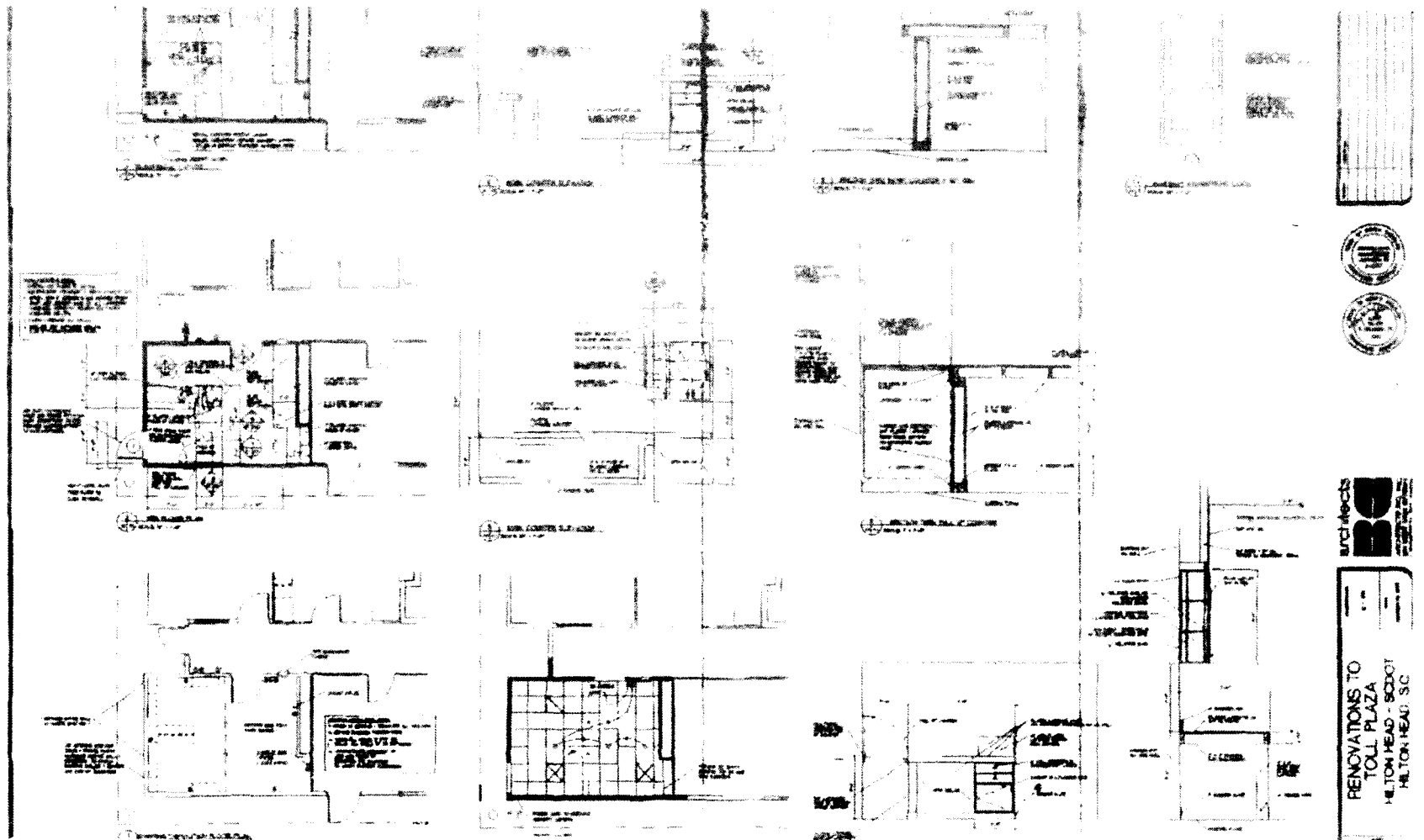


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## APPENDIX B

### **Cross Island Parkway (CIP) Violation Enforcement System (VES) Policies**

#### **NOTICE TO PAY TOLL**

- A. First Notice to Pay Toll will be processed and sent by First Class mail.
- B. Exceptions to "A" above are as follows and will be processed within 90 days of the time of violation.
  - a. Violations resubmitted due to CIP image review clerk error.
  - b. Violations returned due to insufficient address.
  - c. Violations returned with forwarding address provided by Post Office.
  - d. Rental car violations.
  - e. Violations not matched with registered owner by Department of Motor Vehicles (DMV).
  - f. Notices that are contested and waived due to DMV error.
  - g. Violations on notices that have to be regenerated due to circumstances beyond SCDOT's control.
- C. Notices will not be processed for violations in excess of 90 days unless approved by SCDOT management.
- D. Violations that do not receive a DMV match and are in excess of 90 days will be archived on a weekly basis.
- E. First Notices are processed on a weekly basis and contain the prior week's violations.
- F. First Notices will be tracked for 45 days; if not paid, a Second Notice will be generated for the same violations.
- G. If payment is not received for the Second Notice within 45 days, the Second Notice is then classified as either Directive 30 Status or Citation and processed based on SCDOT policies.
  - o Directive 30:
    - a. Violators that owe a combined total in excess of \$100 in tolls and administrative fees for unpaid Second Notices receive a monthly invoice until payment is received.
    - b. If payment is not received for Directive 30 invoices, the violations are summarized annually and added to the Department of Revenue (DOR) Report for collection.
  - o Citation:
    - a. Violators that owe excessive amounts (as determined by SCDOT) in tolls and administrative fees for unpaid Second Notices will be forwarded to court in the form of a citation.
    - b. Per Amended South Carolina State Law Section 57-5-1495, Violations will continue to be outstanding until notification is received from the court of their payment.
- H. Per South Carolina State Law Section 57-5-1495, An Administrative Fee of \$10 will be assessed for all First Notices and a \$25 Administrative Fee assessed for all Second Notices with two or more violations. The Directive 30 Notice and Citation will have the same Administrative Fee as the Notice associated with it.

#### **PAYMENTS**

- A. Overpayment by \$5.00 or more: Difference will be refunded to the customer.
- B. Overpayment by less than \$5.00: Deposit the entire amount without refund to the customer.
- C. Partial payments can be accepted based on VES payment policies.

### CONTESTING VIOLATIONS

- A. Cash violators may contest by phone, fax, email or letter.
- B. All contact with customers must be recorded directly into customer service software when received.
- C. Good Faith payments can be made either at the PP CSC or SCDOT. (Good Faith payments are cash payments made by violators, within 48 hours of the violation).
- D. Violators may contest for the following reason, but not limited to, each will be reviewed on a case by case basis:
  - a. Not registered owner of vehicle
  - b. Did not use the CIP at the time of violation
  - c. State that they paid when they used the CIP
  - d. Accidental use of the CIP
  - e. Received a "Turn around pass"
  - f. Good Faith that was not recorded correctly
- E. Leased/Rental Vehicles
  - a. Notices are sent to the Lease/Rental company, the company then has 30 days to submit the lessee or renter information, the notice is then regenerated and sent to appropriate party. If this is not done so in the allotted time, the Lease/Rental company can be liable for the amount owed for the violation.

### PAID BUT TO PASS VIOLATORS

PP account holders are instructed by the PP Agreement to mount the transponder properly at all times to keep their account information up to date; maintain sufficient funds; and to notify the PP Customer service Center (CSC) if they do not receive a "green light" or "payment received message" when traveling on the Cross Island Parkway. These procedures will require that the SCDOT verify account status and process the violation notice based on the outcome of the research and VES policies. The PP customer will be required to take appropriate actions to ensure that additional violations are not incurred.

### STOLEN VEHICLES

For purposes of asserting the defense provided by this subsection "Owner to Contest Liability", it shall be sufficient that a certified copy of the police report on the stolen vehicle be sent by first class mail to the Department, its agent within 30 days after receipt of the notice.

- A. If an owner receives a notice or citation pursuant to this section for any time period during which the vehicle involved in the violation was reported to the police department as having been stolen, it shall be a valid defense to an allegation of liability for a failure to pay a toll that the vehicle had been reported to the police as stolen prior to the time that the violation occurred and had not been recovered by the time of the violation.
- B. If an owner receives a notice pursuant to this section for a violation which occurred during any time period in which the vehicle was stolen, but which had not been reported to the police as having been stolen, it shall be a valid defense to an allegation of liability for a toll violation pursuant to this section that the vehicle was reported as stolen within two hours of the discovery of the theft by the owner.

### CORRESPONDENCE

Customer correspondence (excluding Notice to Pay Toll, Directive 30 and Change of Address), but is not limited to:

- A. Palmetto Pass Letters
- B. Rental Letters
- C. Cash Violator Letters
- D. Financial Letters

**First Notice to Pay Toll**

JOHN DOE  
 955 PARK STREET  
 HILTON HEAD, SC 29928-1171

Notice # 126014  
 Violation # 126014  
 Violation Date 12/21/2000

The vehicle identified above, which is registered in your name, was identified by the photo-monitoring system at the Folly Beach Parkway on Hilton Head Island, South Carolina, as having passed through a toll collection point without payment of the required toll on the dates and times listed below.

Pursuant to Section 57-5-1495 of the South Carolina Code of Laws, 1996, as amended, when a vehicle is driven through a toll collection facility without payment of the required toll, the owner and operator of the vehicle are jointly and severally liable to the South Carolina Department of Transportation (SCDOT) to pay the required toll and any administrative fees or civil penalty that may be assessed.

<u>Violation Number</u>	<u>Violation Date &amp; Time</u>	<u>Lane</u>	<u>Toll Due</u>
204996	10-11-2000 1:54:18A	1	\$1.00
		Toll(s) Due	\$1.00
		Administrative Fee	\$10.00
<b>TOTAL DUE:</b>			<b>\$11.00</b>
<b>PAYMENT DUE DATE:</b>			<b>12/04/2000</b>

If you fail to pay the "Total Due" shown above on or before the payment due date specified above, you may be liable for the failure to pay toll pursuant to S.C. Code Section 57-5-1495 and subject to payment of a civil penalty, court costs, and attorney fees. Alternatively, SCDOT may submit this debt to the South Carolina Department of Revenue pursuant to Setoff Debt Collection Authority, Code Section 12-36-100 (Setoff) for set-off against any tax refund that you may be due. **Contesting Liability Information is provided on the last page.**

**PAL PASS CUSTOMER:**

If you feel that you have received this violation notice in error, please contact the SCDOT Toll Operations Center at 1-888-530-8355 or 803-737-1149 (Monday - Friday from 9:00 a.m. - 1:00 p.m.). Please have your Pal Pass account number and tolling center number available when you call. Questions regarding your Pal Pass account should be directed to the Pal Pass Customer Service Center, either by phone (843) 342-6718, or (toll-free) 1-848-PAL-3655. Please do not mail money for replenishing your account to the SCDOT. Replenishment should be mailed to: Palmetto Pass Customer Service Center, Post Office Box 5096, Hilton Head Island, SC 29928.

### Instructions for Payment

IN ORDER FOR YOUR PAYMENT TO BE PROCESSED, ALL 5 STEPS OUTLINED BELOW MUST BE FOLLOWED:

1. Payment must be returned to **Finance Office, Attention Cashier, Post Office Box 11769, Columbia, SC 29211.**
2. Payment must be for the full violation amount due. NO partial payments will be accepted.
3. Payment must be via U.S. Postal Service: money order, cashier's check, or personal check payable to SC DOT. A \$2.00 return or check fee will be charged for all returned checks. Send NO CASH. SCDOT will not be responsible for cash received for payment.
4. The Notice Number and license plate number must be included on the money order, cashier's check or personal check.
5. Enclose the Payment Stub below with your payment.

### Contesting Liability Information

If, at the time of the toll violation(s) listed, the vehicle identified was (1) stolen, (2) leased to another person or entity, or (3) no longer owned by you, you may contest liability for the violation.

To contest liability for any of the above reasons, send the documentation listed below by first class mail to SCDOT Toll Operations Center, Post Office Box 11769, Columbia, South Carolina 29211-1769, within thirty (30) days of your receipt of this notice.

1. For a stolen vehicle, provide a certified copy of the police report on the stolen vehicle.
2. For a leased vehicle, provide a copy of the rental, lease, or other contract document covering the vehicle on the date of the violation, with the name and address of the lessee clearly legible.
3. For a vehicle no longer owned by you, provide a copy of the bill of sale or certificate of title showing a transfer of the vehicle to another name prior to the violation.

SCDOT will notify you whether your documentation is determined to be adequate to release you from liability for the toll violation. Failure to contest liability for the above reasons in the time and manner provided is deemed an admission of liability for the toll violation(s).

If you feel that a violation has been sent to you in error, to clear this violation with SCDOT, send a letter using the enclosed envelope or call the SCDOT Toll Operations Center at 1-888-559-8853 or 1-803-737-1149 (Monday - Friday from 9:00 a.m. - 1:00 p.m.) to request that the violation be researched.

<b><u>PAYMENT STUB</u></b>	
First Notice Number:	126024
Registered Owner:	JOHN DOE
License Plate No:	SC 123AB6
Violator ID:	16001
<hr/>	
Toll(s) Due:	\$1.00
Administrative Fee:	\$10.00
<hr/>	
<b>Total Due:</b>	<b>\$11.00</b>
<b>Payment Due Date:</b>	<b>December 04, 2006</b>



South Carolina Department of Transportation  
Post Office Box 11769  
Columbia, SC 29211-1769

Vehicle Starting Time: 20/06/06

## Second Notice to Pay Toll

JOHN DOI  
955 PARK STREET  
Carthage, MO 64836

Notice #: 126782  
Violation Date: 8/11/2006  
License Plate #: SC 12734V

The vehicle identified above, which is registered in your name, was identified by the photo-monitoring system at the Crossroads Parkway on Hilton Head Island, South Carolina, as having passed through a toll collection point without payment of the required toll, on the dates and times listed below.

Pursuant to Section 57-5-1495 of the South Carolina Code of Laws, 1996, as amended, when a vehicle is driven through a tolling facility without payment of the required toll, the owner and operator of the vehicle are jointly and severally liable to the South Carolina Department of Transportation (SCDOT) to pay the required toll and any administrative fees or civil penalties that may be imposed.

Toll violations and total amount due are shown below. If you have one violation, you are also being charged a \$12.00 administrative fee. If you have more than one violation, you are being charged a \$25.00 administrative fee. The total amount due is shown below as the "Total Due."

<u>Violation Number</u>	<u>Violation Date &amp; Time</u>	<u>Rate</u>	<u>Toll Due</u>
301584	8/11/2006 6:00:27P	14	\$14.00
		Toll(s) Due	\$14.00
		Administrative Fee	\$12.00
<b>TOTAL DUE:</b>			<b>\$26.00</b>
<b>PAYMENT DUE DATE:</b>			<b>11/30/2006</b>

If you fail to pay the "Total Due" shown above on or before the payment due date specified above, you may be liable for further charges pursuant to S.C. Code Section 57-5-1495 and subject to payment of a civil penalty, court costs, and attorney's fees. Additionally, you may submit this debt to the South Carolina Department of Revenue pursuant to Sheriff Debit Collection Act (S.C. Code Section 12-36-100 (S.C. Reg.)) for set off against any tax refund that you may be due. **Contesting Liability Information** is provided on the last page.

### **PAL PASS CUSTOMER:**

If you feel that you have received this violation notice in error, please contact the SCDOT Toll Operations Center at 888-337-8888 or 803-237-3149 (Monday - Friday from 9:00 a.m. - 1:00 p.m.). Please have your Pal Pass account number and transportation card available when you call. Questions regarding your Pal Pass account should be directed to the Pal Pass Customer Service Center at (843) 342-6788 or (toll-free) 1-888-PAL-8655. Please do not mail money for replenishing your account to the SCDOT. Replenishment should be mailed to: **Palmetto Pass Customer Service Center, Post Office Box 5006, Hilton Head Island, SC 29928.**

### Instructions for Payment

IN ORDER FOR YOUR PAYMENT TO BE PROCESSED, ALL 5 STEPS OUTLINED BELOW MUST BE FOLLOWED:

1. Payment must be returned to: **Finance Office, Attention Cashier, Post Office Box 11769, Columbia, SC 29211.**
2. Payment must be for the full violation amount due. NO partial payments will be accepted.
3. Payment must be via U.S. Postal Services money order, cashier's check, or personal check payable to SC DOT - 823.00. A \$25.00 returned check fee will be charged for all returned checks. Send NO CASH. SC DOT will not be responsible to cash the fee for payment.
4. The Notice Number and license plate number must be included on the money order, cashier's check or personal check.
5. Include the Payment Stub below with your payment.

### Contesting Liability Information

If, at the time of the toll violation(s) listed, the vehicle identified was (1) stolen, (2) leased to another person or entity, or (3) no longer owned by you, you may contest liability for the violation.

To contest liability for any of the above reasons, send the documentation listed below by first class mail to SC DOT Toll Operations Center, Post Office Box 11769, Columbia, South Carolina 29211-1769, within thirty (30) days of your receipt of this notice.

1. For a stolen vehicle, provide a certified copy of the police report on the stolen vehicle.
2. For a leased vehicle, provide a copy of the rental, lease, or other contract document covering the vehicle on the date of the violation, with the name and address of the lessee clearly legible.
3. For a vehicle no longer owned by you, provide a copy of the bill of sale or certificate of the sale showing a transfer of the vehicle to another name prior to the violation.

SCDOT will notify you whether your documentation is determined to be adequate to release you from liability for the toll violation. Failure to contest liability for the above reasons in the time and manner provided is deemed an admission of liability for the toll violation(s).

If you feel that a violation has been sent to you in error, to clear this violation with SCDOT, send a letter to the address listed above to the SCDOT Toll Operations Center at 1-888-538-8833 or 1-803-737-5149 (Monday - Friday from 9:00 a.m. - 1:00 p.m.) to request that the violation be researched.

### PAYMENT STUB



Second Notice Number:	126282	Registered Owner:	JOHN DOE
First Notice Number:	122251	License Plate No:	SC 123ABC
		Violator ID:	12756
Toll(s) Due:	\$0.75		
Administrative Fee*	\$10.00		
<b>Total Due:</b>	<b>\$10.75</b>		
<b>Payment Due Date:</b>	<b>November 30, 2006</b>		

Toll Operations Center



South Carolina  
Department of Transportation

October 26, 2006

JOHN DOE  
955 PARK STREET  
HILTON HEAD

SC 299286474

Violator ID # 100155  
License Plate # 123456

**RE: TOLL VIOLATIONS - AMOUNT DUE \$117.00**

According to our records, you owe the South Carolina Department of Transportation (SCDOT) the debt shown on the above, plus accruing interest, if applicable. Please follow the payment process outlined below:

1. Payments must be for the full amount due. No Partial payments will be accepted.
2. Payments must be via money order, personal check or cashier's check payable to SCDOT. No cash payments will be charged for all returned checks. Send NO CASH. SCDOT is not responsible for cash mailed for payment.
3. The Violator ID and License Plate Number must be included on the payment.
4. Enclose (Payment Stub) with your payment.

If you have any questions pertaining to this letter, please contact the Toll Operations Center at 1-888-530-8651.

If payment is not received, you are hereby notified of SCDOT's intention to submit this debt to the South Carolina Department of Revenue to be set off against your individual income tax refund. Pursuant to the Secret Debt Collection Act, this amount, plus any administrative costs, will be deducted from your South Carolina individual tax refund unless you file a written protest within thirty (30) days of the date of this notice, for violators occurring in the current tax year. If you file a joint return with your spouse, this amount will be deducted from the total joint refund with all payments which you spouse incurred the debt or actually withheld the taxes.

The protest must contain the following information:

- Name,
- Address,
- Social security number,
- License plate number,
- Type of debt in dispute; and
- A detailed statement of all the reasons you disagree or dispute the debt.

Your payment or original written protest must be mailed to SCDOT at the following address:

South Carolina Department of Transportation  
P.O. Box 11769  
Columbia, South Carolina 29211-1769  
Attention: Manager of Debt and Revenue

Sincerely,

Clint Attaway



1-800 Operations Center

**SCDOT**

South Carolina  
Department of Transportation

### Payment Stub

Registered Owner: JOHN DOE  
License Plate Number: 123ABC SC  
Violator ID Number: 56155

For SCDOT Use Only - 2006

<u>Notice ID</u>	<u>Notice Due Date</u>	<u>Amount Due</u>
104445	January 15, 2006	\$28.00
104912	January 19, 2006	\$27.00
105434	January 28, 2006	\$11.00
106278	February 10, 2006	\$11.00
106952	February 18, 2006	\$29.00
109784	April 03, 2006	\$11.00

**Subtotal Due** \$117.00

**Grand Total Due** \$117.00

Code of Laws of South Carolina 1976 Annotated Currentness

Title 57. Highways, Bridges and Ferries

■ Chapter 5. State Highway System

■ Article 9. Turnpike Projects

→ § 57-5-1495. Collection of tolls.

(A) As used in this section:

(1) "Electronic toll collection system" means a system of collecting tolls or charges which is capable of charging an account holder the appropriate toll or charge by transmission of information from an electronic device on a motor vehicle to the toll lane, which information is used to charge the account the appropriate toll or charge.

(2) "Lessor" means any person, corporation, firm, partnership, agency, association, or organization renting or leasing vehicles to a lessee under a rental agreement, lease, or otherwise wherein the said lessee has the exclusive use of the vehicle for any period of time.

(3) "Lessee" means any person, corporation, firm, partnership, agency, association, or organization that rents, leases, or contracts for the use of one or more vehicles and has exclusive use of the vehicles for any period of time.

(4) "Owner" means a person or an entity who, at the time of a toll violation and with respect to the vehicle involved in the violation, is the registrant or co-registrant of the vehicle with the Department of Motor Vehicles of this State or another state, territory, district, province, nation, or jurisdiction.

(5) "Photo-monitoring system" means a vehicle sensor installed to work in conjunction with a toll collection facility which automatically produces one or more photographs, one or more microphotographs, a videotape, or other recorded images of a vehicle at the time it is used or operated in violation of toll collection regulations.

(6) "Toll violation" means the passage of a vehicle through a toll collection point without payment of the required toll.

(7) "Vehicle" means a device in, upon, or by which a person or property is or may be transported or drawn upon a highway, except devices used exclusively upon stationary rails or tracks.

(B) Notwithstanding another provision of law, when a vehicle is driven through a turnpike facility without payment of the required toll, the owner and operator of the vehicle is jointly and severally liable to the Department of Transportation to pay the required toll, administrative fees, and civil penalty as provided in this section. The department or its authorized agent may enforce collection of the required toll as provided for in this section.

(C) A certificate, sworn to or affirmed by an agent of the department, or a facsimile of it, that a toll violation has occurred, based upon inspection of photographs, microphotographs, videotape, or other recorded images produced by a photo-monitoring system, is prima facie evidence of the violation and is admissible in any proceeding charging a toll violation pursuant to this section. A photograph, microphotograph, videotape, or other recorded image evidencing a violation must be available for inspection by the party charged and is admissible into evidence in a proceeding to adjudicate liability for a violation.

(D) The department or its authorized agent may assess and collect administrative fees of:

- (1) not more than ten dollars for the first toll violation within a period of one year;
- (2) not more than twenty-five dollars for each subsequent toll violation within a period of one year.

(E) Upon failure to pay the required toll and administrative fees to the department within thirty days of the notice, the owner or operator may be cited for failure to pay a toll pursuant to this subsection and, upon an adjudication of liability, is subject to a civil penalty not to exceed fifty dollars for each violation as contained in subsection (F). An owner or operator who has been convicted of a violation of Section 57-5-1490 is not liable for the penalty imposed by this subsection.

(F) If a magistrate or municipal judge determines that the person or entity charged with liability under this section is liable, the magistrate or municipal judge shall collect the unpaid tolls and administrative fee and forward them to the department or its authorized agent. The magistrate or municipal judge also may impose a civil penalty of up to fifty dollars for each violation, plus court costs and attorney's fees. The civil penalty must be distributed in the same manner as other fines and penalties collected by the magistrate. Notwithstanding another provision of law:

- (1) adjudication of liability pursuant to this section must be made by the magistrate's court of the county in which the toll facility is located or the municipal court of the city in which the toll facility is located; and
- (2) an imposition of liability pursuant to this section must be based upon a preponderance of evidence submitted and is not a conviction as an operator pursuant to Section 57-5-1490.

(G) The department or its authorized agent shall send:

- (1) a "First Notice to Pay Toll" to the owner or operator of a vehicle which, on one occasion in any twelve-month period, is identified as having been involved in a toll violation. The first notice must require payment to the department of the required toll, plus an administrative fee as provided for in subsection (D), within thirty days of the mailing of the notice;
- (2) a "Second Notice to Pay Toll" to the owner or operator of a vehicle which is identified as having been involved in a second toll violation in a twelve-month period, or who has failed to respond to a "First Notice to Pay Toll" within the required time period. The second notice must require payment to the department of the required tolls, plus an administrative fee as provided for in subsection (D) for each violation within thirty days of the mailing of the notice;
- (3) a "Failure to Pay a Toll" citation to the owner or operator of a vehicle which is identified as having been involved in a third toll violation in a twelve-month period, or who has failed to respond to the second notice within the required time period. The citation requires payment to the department of the unpaid tolls, plus an administrative fee of not more than twenty-five dollars for each violation, within thirty days, or the recipient's appearance in magistrate's court of the county in which the violation occurred or the municipal court of the city in which the violation has occurred to contest the citation. The citation is a traffic citation within the meaning of Chapter 25, Title 56; and
- (4) notwithstanding another provision of law, the notices and citation required by subsection (G) by first-class mail to the owner or operator of the vehicle identified as being involved in the toll violation. If a vehicle is registered in two or more names, the notices or citation must be mailed to the first name listed on the registration records. Notwithstanding another provision of law, personal delivery of the notices and citation is not required. A manual or automatic record of the mailing of the notices or citation prepared in the ordinary course of business is prima facie evidence of the mailing of the notices or citation;
- (5) the notices and citation required by this subsection must contain the following information:

(a) the name and address of the person or entity alleged to be liable for a failure to pay a toll pursuant to this section;

(b) the registration number of the vehicle involved in the toll violation;

(c) the location where the toll violation took place;

(d) the date and time of the toll violation;

(e) the identification number of the photo-monitoring system which recorded the violation or other document locator number;

(f) information advising of the manner and time in which liability may be contested; and

(g) warning advising that failure to contest liability in the manner and time provided in this section is an admission of liability.

(H) If a vehicle owner receives a notice or citation pursuant to this section for a period during which the vehicle involved in the toll violation was:

(1) reported to a law enforcement division as having been stolen, a valid defense to an allegation of liability for a failure to pay a toll is that the vehicle had been reported to a law enforcement division as stolen before the time the violation occurred and had not been recovered by the time of the violation. If an owner receives a notice or citation pursuant to this section for a violation which occurred during a time period in which the vehicle was stolen, but which had not been reported to a law enforcement division as having been stolen, a valid defense to an allegation of liability for a toll violation pursuant to this section is that the vehicle was reported as stolen within two hours after the discovery of the theft by the owner. For purposes of asserting the defense provided by this subitem, a certified copy of the police report on the stolen vehicle, sent by first-class mail to the department, its agent, or the magistrate's court or the municipal court having jurisdiction of the citation within thirty days after receipt of the notices or citation, is sufficient;

(2) leased to another person or entity, the lessor is not liable for the violation if the lessor sends to the department or to the court having jurisdiction over the citation a copy of the rental, lease, or another contract document covering the vehicle on the date of the violation, with the name and address of the lessee clearly legible, within thirty days after receiving the notices or citation. Failure to send the information within the thirty-day period renders the lessor liable for the unpaid tolls and any administrative fees or penalties assessed pursuant to this section. If the lessor complies with the provisions of this subitem, the lessee of the vehicle on the date of the violation is subject to liability for the failure to pay the toll if the department or its agent mails a notice of liability to the lessee within thirty days after receipt of a copy of the rental, lease, or other contract document.

(I) If a person or entity receives a notice or citation pursuant to this section, it is a valid defense to liability that the person or entity that receives the notice was not the owner of the vehicle at the time of the toll violation.

(J) If an owner who pays the required tolls, fees, or penalties, or all of them pursuant to this section was not the operator of the vehicle at the time of the violation, the owner may maintain an action for indemnification against the operator.

(K) An owner of a vehicle is not liable for a penalty imposed pursuant to this section if the operator of the vehicle has been convicted of a violation of Section 57-5-1490 for the same incident.

(L) On turnpike facilities where electronic toll collection systems are utilized:

(1) a person who wants to make payment of tolls electronically must apply to the department or its

authorized agent to become an account holder. The department or its authorized agent, in its discretion, may deny the application of a person. A person whose application is accepted must execute an account holder's agreement. The terms of the account holder's agreement must be established by the department;

(2) the department shall ensure that adequate and timely notice is given to all electronic toll collection system account holders to inform them when their accounts are delinquent. The owner of a vehicle who is an account holder under the electronic toll collection system is not liable for a failure to pay a toll pursuant to the provisions of this section unless the department or its authorized agent has first sent a notice of delinquency to the account holder and the account holder was delinquent at the time of the violation;

(3) the department shall not sell, distribute, or make available the names and addresses of electronic toll collection system account holders, without the account holder's consent, to any entity that uses the information for commercial purposes. However, this restriction does not preclude the exchange of this information between entities with jurisdiction over or operating a toll highway bridge or tunnel;

(4) information or data collected by the department or its authorized agent for the purpose of establishing and monitoring electronic toll collection accounts is not subject to disclosure under the Freedom of Information Act;

(5) notwithstanding another provision of law, all information, data, photographs, microphotographs, videotape, or other recorded images prepared pursuant to this section must be for the exclusive use of the department or its authorized agent in the discharge of its duties under this section and must not be open to the public, subject to the disclosure under the Freedom of Information Act, nor used in a court in an action or a proceeding pending unless the action or proceeding relates to the imposition of or indemnification for liability pursuant to this section.


(M) Notwithstanding any other provision of law, school buses transporting school children for a school event, shall be exempt from the payment of any tolls.

HISTORY: 1998 Act No. 407, § 1.

#### CODE COMMISSIONER'S NOTE

Pursuant to the direction to the Code Commissioner in 2003 Act No. 51, § 18, "division of motor vehicles" was changed to "Department of Motor Vehicles" in paragraph (A)(4).

#### LIBRARY REFERENCES

Turnpikes and Toll Roads  43.  
Westlaw Topic No. 391.  
C.J.S. Turnpikes and Toll Roads § § 36, 40, 43 to 44.

Code 1976 § 57-5-1495, SC ST § 57-5-1495

Current through End of 2005 Reg. Sess.

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END OF DOCUMENT

**APPENDIX D  
SOUTH CAROLINA 2006 SESSION LAWS  
REGULAR SESSION**

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Additions and deletions are not identified in this document.  
Vetoed provisions within tabular material are not displayed.

**Act 267  
H.B. No. 3735  
MOTOR VEHICLES**

**AN ACT TO AMEND THE CODE OF LAWS OF SOUTH CAROLINA, 1976, BY ADDING SECTION 56-3-1335 SO AS TO PROVIDE THAT THE DEPARTMENT OF MOTOR VEHICLES SHALL SUSPEND A VEHICLE'S REGISTRATION AND NOT REGISTER OR REREGISTER A MOTOR VEHICLE THAT WAS OPERATED WHEN ITS DRIVER FAILED TO PAY A TOLL AND WHOSE OWNER HAS AN OUTSTANDING JUDGMENT FOR FAILURE TO PAY A TOLL ENTERED AGAINST HIM, AND TO PROVIDE A FIFTY DOLLAR REINSTATEMENT FEE THAT MUST BE USED TO DEFRAY THE COSTS ASSOCIATED WITH THIS SECTION; AND TO AMEND SECTION 57-5- 1495, RELATING TO THE COLLECTION OF TOLLS, SO AS TO PROVIDE THAT UPON AN ADJUDICATION OF LIABILITY FOR FAILURE TO PAY A TOLL, THE COURT MUST MAIL A COPY OF THE JUDGMENT TO THE VEHICLE'S OWNER OR OPERATOR, TO PROVIDE THAT IF THE JUDGMENT IS NOT SATISFIED WITHIN A CERTAIN PERIOD OF TIME, THE COURT SHALL NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THIS INCIDENT WHICH SHALL SUSPEND THE REGISTRATION OF THE VEHICLE THAT WAS OPERATED WHEN THE TOLL WAS NOT PAID AND DENY THE VEHICLE'S REGISTRATION OR REREGISTRATION UNTIL THE JUDGMENT IS SATISFIED, TO DELETE THE PROVISION THAT REFERS TO THE CITATION AS A TRAFFIC CITATION, TO PROVIDE THAT A "FAILURE TO PAY A TOLL" CITATION CONSTITUTES THE SUMMONS AND COMPLAINT FOR AN ACTION TO RECOVER THE TOLL AND ALL APPLICABLE FEES ALLOWED PURSUANT TO THIS SECTION, AND TO PROVIDE THAT THE NOTICES THAT ARE ISSUED PURSUANT TO THIS SECTION MUST CONTAIN INFORMATION THAT ADVISES A PERSON THAT FAILURE TO PAY A TOLL MAY RESULT IN THE SUSPENSION OF A VEHICLE REGISTRATION.**

Be it enacted by the General Assembly of the State of South Carolina:

**Suspension of a vehicle's registration for failure to pay a toll**

SECTION 1. Article 9, Chapter 3, Title 56 of the 1976 Code is amended by adding:

<< SC ST § 56-3-1335 >>

Section 56-3-1335. The Department of Motor Vehicles shall suspend a motor vehicle's current registration and shall not register or reregister a motor vehicle that was operated when its driver failed to pay a toll and whose owner has an outstanding judgment for failure to pay a toll pursuant to Section 57-5- 1495(E) entered against him. The suspension or denial of registration or reregistration shall remain in effect until the judgment is satisfied, evidence of the satisfaction has been provided to the Department of Motor Vehicles, and a reinstatement fee of fifty dollars has been paid. The reinstatement fee collected must be placed by the Comptroller General into a special restricted account to be used by the Department of Motor Vehicles to defray the costs associated with this section.

**Suspension of a vehicle's registration for failure to pay a toll**

SECTION 2. Section 57-5-1495(E) of the 1976 Code is amended to read:

<< SC ST § 57-5-1495 >>

(E) Upon failure to pay the required toll and administrative fees to the department within thirty days of the notice, the owner or operator may be cited for failure to pay a toll pursuant to this subsection and, upon an adjudication of liability, is subject to a civil penalty not to exceed fifty dollars for each violation as contained in subsection (F). Upon an adjudication of liability, a judgment must be entered against the owner or operator, and the court must mail a copy of the judgment to the owner or operator. Upon failure to satisfy the judgment within thirty days, the court shall notify the Department of Motor Vehicles and the authorized agent, and the department shall suspend the registration of the vehicle that was operated when the toll was not paid and deny the vehicle's registration or reregistration pursuant to Section 56-3-1335. The suspension shall remain in effect until the judgment is satisfied and evidence of its satisfaction has been presented to the Department of Motor Vehicles and the authorized agent. An owner or operator who has been convicted of a violation of Section 57-5-1490 is not liable for the penalty imposed by this subsection.

**Failure to pay a toll citation**

SECTION 3. Section 57-5-1495(G)(3) of the 1976 Code is amended to read:

<< SC ST § 57-5-1495 >>

(3) a "Failure to Pay a Toll" citation to the owner or operator of a vehicle which is identified as having been involved in a third toll violation in a twelve-month period, or who has failed to respond to the second notice within the required time period. The citation requires payment to the department of the unpaid tolls, plus an administrative fee of not more than twenty-five dollars for each violation, within thirty days, or the recipient's appearance in magistrate's court of the county in which the violation occurred or the municipal court of the city in which the violation has occurred to contest the citation. A "Failure to Pay a Toll" citation constitutes the summons and complaint for an action to recover the toll and all applicable fees allowed pursuant to this section; and

**Contents of a failure to pay a toll citation**

SECTION 4. Section 57-5-1495(G)(5) of the 1976 Code is amended to read:

<< SC ST § 57-5-1495 >>

(5) the notices and citation required by this subsection must contain the following information:

- (a) the name and address of the person or entity alleged to be liable for a failure to pay a toll pursuant to this section;
- (b) the registration number of the vehicle involved in the toll violation;
- (c) the location where the toll violation took place;
- (d) the date and time of the toll violation;
- (e) the identification number of the photo-monitoring system which recorded the violation or other document locator number;
- (f) information advising of the manner and time in which liability may be contested;
- (g) warning advising that failure to contest liability in the manner and time provided in this section is an admission of liability; and
- (h) information advising that failure to pay a toll may result in the suspension of vehicle registration.

**Time effective**

**SECTION 5. This act takes effect nine months after its approval by the Governor.**

**Ratified the 27th day of April, 2006.**

**Approved the 2nd day of May, 2006.**

**SC LEGIS 267 (2006)**

**END OF DOCUMENT**



SOUTH CAROLINA  
DEPARTMENT OF TRANSPORTATION  
PROCUREMENT DIVISION  
AMENDMENT OF SOLICITATION/MODIFICATION-PURCHASE ORDER

AMENDMENT/MODIFICATION NO. 1	EFFECTIVE DATE: DECEMBER 20, 2006	AGENCY/LOCATION SCDOT PROCUREMENT COLUMBIA, SC
ISSUED BY: S. C. DEPT. OF TRANSPORTATION PROCUREMENT DIVISION P. O. BOX 191 COLUMBIA, S.C. 29202		ADMINISTERED BY: Michael A. Burk, CPPO Director of Procurement
CONTRACTOR NAME & ADDRESS  (Street, city, county, state, and zip code)		<input checked="" type="checkbox"/> Amendment of Solicitation No. <u>SB9749</u> Dated <u>October 27, 2006</u>  <input type="checkbox"/> Modification of Purchase Order No. _____ Purchase Order Dated _____

**THIS BLOCK APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth below. The hour and date specified for receipt of offers ( ☒ ) is extended. ( ) is not extended.

Offerors must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation, or as amended, by one of the following methods: a) by signing and returning one copy of this amendment, (b) by acknowledging receipt of this amendment on each copy of the offer submitted or (c) by separate letter or telegram which includes a reference to the solicitation & amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE ISSUING OFFICE PRIOR TO THE HOUR & DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If, by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided such telegram or letter makes reference to the solicitation & this amendment, & is received prior to the opening hour & date specified.

The changes set forth below are made to the above numbered order.

**DESCRIPTION OF AMENDMENT/MODIFICATION**

Cross Island Parkway Operations and Maintenance:

1. The opening date for this Request for Proposals has been changed to March 6, 2007. The time and place remain unchanged.
2. The anticipated date for responding to the questions received is January 17, 2007. This will be in the form of an amendment.
3. The anticipated posting date for the award will be April 30, 2007.
4. If you have not already done so we recommend that you log into the following SCDOT web site. Doing this will give you an automatic notification of any changes to this RFP. <http://www.dot.state.sc.us/doing/procurement/bids.asp>

Except as provided herein, all terms & conditions of the document referenced as heretofore changed, remain unchanged & in full force & effect.

( ) CONTRACTOR/OFFEROR IS NOT REQUIRED  
TO SIGN THIS DOCUMENT

☒ CONTRACTOR/OFFEROR IS REQUIRED  
TO SIGN THIS DOCUMENT & RETURN TO  
S.C. DEPT. OF TRANSPORTATION  
OFFICE AT ADDRESS SHOWN ABOVE.

CONTRACTOR'S SIGNATURE

BY \_\_\_\_\_  
(Signature of Authorized Rep.)

BY Michael A. Burk CPPO DATE 12/06/2006  
(Signature of Authorized Rep.)

**SOUTH CAROLINA  
DEPARTMENT OF TRANSPORTATION  
PROCUREMENT DIVISION  
AMENDMENT OF SOLICITATION/MODIFICATION-PURCHASE ORDER**

<b>AMENDMENT/MODIFICATION NO.</b> 2 Cross Island Parkway Operations and Maintenance	<b>EFFECTIVE DATE:</b> January 16, 2007	<b>AGENCY/LOCATION</b> SCDOT PROCUREMENT COLUMBIA, SC
<b>ISSUED BY:</b> S. C. DEPT. OF TRANSPORTATION PROCUREMENT DIVISION P. O. BOX 191 COLUMBIA, S.C. 29202		<b>ADMINISTERED BY:</b> Michael A. Burk, CPPO Director of Procurement
<b>CONTRACTOR NAME &amp; ADDRESS</b>  (Street, city, county, state, and zip code)		<input checked="checked" type="checkbox"/> Amendment of Solicitation No. <u>SB9749</u> Dated <u>October 27, 2006</u>  <input type="checkbox"/> Modification of Purchase Order No. _____ Purchase Order Dated _____

**THIS BLOCK APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth below. The hour and date specified for receipt of offers ( ☒ ) is extended. ( ) is not extended.

Offerors must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation, or as amended, by one of the following methods: a) by signing and returning one copy of this amendment, (b) by acknowledging receipt of this amendment on each copy of the offer submitted or (c) by separate letter or telegram which includes a reference to the solicitation & amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE ISSUING OFFICE PRIOR TO THE HOUR & DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If, by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided such telegram or letter makes reference to the solicitation & this amendment, & is received prior to the opening hour & date specified.

The changes set forth below are made to the above numbered order.

**DESCRIPTION OF AMENDMENT/MODIFICATION**

This amendment will serve to give you notice that this Request for Proposals (RFP) is being transferred to the authority of the Materials Management Office (MMO) under the Budget and Control Board. This project will be administered by MMO in its entirety. Any communications regarding this Proposal should be directed to the attention of: John Stevens, State Procurement Officer, Materials Management Office, 1201 Main Street, Suite 600, Columbia, SC 29201. Communications from that office will be forthcoming.

Except as provided herein, all terms & conditions of the document referenced as heretofore changed, remain unchanged & in full force & effect.

( ) CONTRACTOR/OFFEROR IS NOT REQUIRED TO SIGN THIS DOCUMENT

☒ CONTRACTOR/OFFEROR IS REQUIRED TO SIGN THIS DOCUMENT & RETURN TO S.C. DEPT. OF TRANSPORTATION OFFICE AT ADDRESS SHOWN ABOVE.

**CONTRACTOR'S SIGNATURE**  
 BY \_\_\_\_\_  
 (Signature of Authorized Rep.)

BY Michael A. Burk CPPO  
 (Signature of Authorized Rep.)

DATE 01/12/2007